

MAINTENANCE and SERVICE

HELP DESK OUTSOURCING

Benchmark Technology Group's **HELP DESK OUTSOURCING** for Remote Deposit Capture (RDC) gives banks the freedom to focus on their core competencies while providing their merchant customers with a pleasant and effective Help Desk experience.

As an Authorized Service Provider for top-tier scanner manufacturers, Benchmark's Help Desk troubleshoots the hardware, software, and workstation for issues and conflicts that prevent successful merchant deposits. Help Desk Outsourcing can increase responsiveness to merchant customers, ultimately securing the bank's reputation of providing a valuable RDC solution.

Benchmark's RDC Help Desk reduces the number of merchant capture or check scanner related calls that come to the bank's IT department and reduces the number of scanner replacements or repairs by resolving more issues remotely. A significant number of industry scanners sent in for service are found to be trouble-free.

Merchants also tend to have a wide range of hardware that is unfamiliar to the bank's IT department, and Benchmark's RDC Help Desk is able to handle and resolve these issues as well.

Benchmark's RDC Help Desk provides significant cost savings in the areas of maintenance costs, shipping costs, and operational downtime.

Benchmark Technology Group's Help Desk consistently exceeds client expectations and maintains the highest standards of quality, productivity, and customer service.



BENEFITS and FEATURES:

- Allows the bank to focus on its core competencies and traditional support issues.
- One call for total scanner support.
- Costs savings realized through reductions in support resources as well as repair costs.
- Highly-skilled technicians provide reliable service and quick resolutions to equipment problems.
- Reduces the number of merchant capture calls received by the bank's IT department.
- Increases responsiveness to merchant customers and improves customer satisfaction levels.
- In-house industry experience in check processing standards and exception handling protocols.
- Authorized Service Provider for top-tier scanner manufacturers.

Benchmark Technology Group also offers Fulfillment and Maintenance/Service programs that can be combined with Help Desk Outsourcing in promoting a comprehensive Remote Deposit Capture solution to merchant customers.