

Hidden Demand

PC Helps drastically reduces the incidence of "shadow support," where PC end-users recruit their peers to get help with desktop application issues. This approach is extremely unproductive and costly, as it saps time and energy from the company's revenue-generating activities.

Most people in the workforce have learned their PC skills on the job and have not had formal training in the use of the applications on their desktop. This tends to make end-users hesitant to call the Help Desk with something they perceive as a "stupid" question. Instead, they rely on "shadow support" – pulling the "local guru" in their area away from his/her job and wasting twice the company effort, all for something that likely could have been resolved quickly if only the proper support resource was available.

PC Helps is that support resource, and by implementing a seamless "how to" option on the Help Desk phone menu, your company can realize:

- Dramatic gains in corporate productivity (in the form of less downtime)
- Maximum utilization of knowledge workers' time and effort (including the local gurus)
- Significant "hidden" cost savings
- Value-Add from the corporate Help Desk



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