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**800.delta20**

# Delta Corporate Services

*Solving Business Problems Through Technology*



## Help Desk Services



**Delta Corporate Services** has been providing Tier I, Tier II and Tier III Help Desk Implementation and Support for Fortune 100 companies and mission-critical federal Government projects for more than a decade.

We understand how important it is for application users to have their issues acknowledged and resolved as quickly as possible, which is evidenced by our consistently met Help Desk Service Level Agreements and high level of customer satisfaction.

## Capabilities

### Help Desk Support

- ◆ Tier I, II and III Support
- ◆ Established, ITIL-assessed issue escalation and resolution procedures
- ◆ ITIL® Certified Help Desk staff
- ◆ After-hours on-call support in addition to normal business hours support

### Help Desk Assessment & Strategy

- ◆ Certified ITIL Expert Help Desk Assessments

- ◆ Help Desk Service Level Agreement Strategy
- ◆ Help Desk procedures improvement assistance

### Help Desk Implementation

- ◆ Certified ITIL Expert Oversight
- ◆ Assistance establishing ITIL-based help desk procedures
- ◆ Assistance in achieving Service Level Agreements

### Contact Information

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