



## **TERiX Launches “TERiX Desktop Services” Offering**

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TERiX Computer Service, known for expertise in Multivendor Data Center Services is expanding its service portfolio to include global Desktop Services.

TERiX Desktop Services includes break fix support as well as help desk service for customer’s employees at the desktop. Help desk is available 7x24x365 to resolve questions or issues impacting the system, its performance or configuration. Typical issues requiring support range from virus issues to help with backups, internet access, as well as printer and drive access issues, and can be resolved by the TERiX Response Center for Windows and MAC users. With TERiX Desktop Services, an organization’s system administrators no longer need to be the 1<sup>st</sup> line of support for employees with desktop/office technology issues, freeing up their time to support key business software applications and internal network operations. In today’s virtual environment, employees work from the office, their home and remotely each day. With TERiX Desktop Services, customers can count on employee desktop support no matter where company work will take them, with global delivery in many languages.

“TERiX Desktop Services is one of several growth offerings that support our vision to be an industry leader in IT support services”, stated Jim Olding, COO. “TERiX Response Center currently supports data center clients in the US and 48 countries and it was a natural progression to add capabilities to support the desktop client and remote employee’s computer service needs”, Olding added.

Customers can leverage TERiX Desktop Services support at a lower cost per call than providing it with their own system administrator staff. Flexible fee schedules can allow for pricing by the system, by the ticket and other options to meet specific customer and project global needs. TERiX Response Center engineers are certified and experienced on desktop and laptop hardware platforms, Windows and MAC products and are able to assist with even the most difficult end user issues. Where needed, local field engineers can also be dispatched for an additional fee if a customer needs an on-site technical support experience as well.

### **About TERiX Computer Service**

TERiX is a global independent hardware support company providing flexible multivendor service on over 30 OEM brands of server, storage and network products. These include platforms from IBM®, Cisco®, HP®, Dell®, Oracle®, HDS®, EMC®, and NetApp® among others. TERiX customers include 50 of the global Fortune 500, 30+ major telecommunication companies, 20+ major finance/banking firms, more than a dozen healthcare and pharmaceutical giants, and 20+ Federal Agencies. TERiX provides a customer-focused support experience with strong service metric attainment, and as a hardware-agnostic service provider, acts as a trusted advisor to clients and partners worldwide. For more information, visit us on the web at: [www.terix.com](http://www.terix.com) or on LinkedIn at [www.linkedin.com/company/terix-computer-service](http://www.linkedin.com/company/terix-computer-service).

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