

## Solutions For a New Economy

The Entegration Online Support System and Help desk is designed to help manage our clients requests with efficiency and accuracy. Entegration provides features built into our system to ensure your company gets the highest level of service and support.

## About Entegration

ENTEGRATION is a full service Information Technology consulting company. ENTEGRATION has built a reputation for providing our clients with superior service, unmatched expertise and dedication. In addition, ENTEGRATION plays an important role as a trusted technology advisor to our clients. Our approach is to work closely with our clients to understand their business strategy, objectives and direction. We help companies gain a lasting competitive advantage, while adding significant value and maximizing their return on investment.



Our Support System provides our clients with a simple to use interface to submit support requests as well as any work that needs to be done on their systems.

Please visit us at:  
<http://helpdesk.entegration.net>

### How it works:

When a request is submitted, the system will automatically notify all of our technicians and partners. From there it is assigned to a technician and they will contact you and/or begin working on a solution. You will be able to view the status of your request at any time when logged into the system.

Please take a moment and visit our site - <http://helpdesk.entegration.net> to setup your support id. Specific help on using the system is available online and any questions or comments can be addressed by sending an email to [support@entegration.net](mailto:support@entegration.net).

### If you loose Internet Connectivity:

Use our Automated Support Voice System. Dial ENTEGRATION's main office number at **877.275.4545**. During the greeting message, please **dial 80** on your telephone and leave a detailed message. A technician will be paged immediately with the information and someone should get back to you within 30 minutes.

Please Note:

ENTEGRATION will make every attempt to remotely respond within ONE hour. In most cases, response will be quicker. In the event a technician needs to be dispatched to your site, ENTEGRATION will make every possible attempt to respond within two hours.

Our Technicians are instructed not to respond if you call or email them individually.

We urge you to use Our Online support system so we can build a database and resolve any future problems quicker.