

SERVICE DESK DATASHEET

Why provide a post-delivery Service Desk?

The Epic Service Desk (ESD) guards against post-delivery problems, eliminating the need for costly redesigns or updates and reducing the time you spend fixing bugs and engaging with end user issues. Such post-delivery problems have proven the Achilles heel of many otherwise successful e-learning projects.



What does the Epicentre Service Desk deliver?

1. Maintenance

We can help you ensure the continued success of your products by keeping them up to date. Maintenance work can involve correcting faults, improving performance or other attributes, and/or adapting your products to better meet the needs of a changing environment. Choose between full and shared maintenance: full maintenance involves making significant changes to content and

structure, while shared maintenance can be adapted to suit your unique requirements.

2. Content editorial

Keep your content up to date with new articles, FAQs, third party materials, etc. We can proof-read, critique or edit any new content – even develop it for you from scratch. And because we have full access to Epic's production resources and subject matter expertise, we can also offer up-to-the-minute advice on content strategies, policies and standards.

3. Technical support

New releases or commitments to build an effective support team can incur high costs; outsourcing technical support enables you to control these. The Epic Service Desk is well established, with an experienced and dedicated support services team able to resource all your technical support needs.

Why use the Service Desk?

Our dedicated Core Test Lab has provided consultancy, design and testing since the late 1990s, longer than any other testing service. Other benefits include:

- a wide range of equipment
- comprehensive test plans
- ISO9001 approved methods
- a dedicated specialist testing team
- clear reporting techniques.

Epicentre Services

Alongside the Service Desk, Epicentre also offers a range of testing services:

- Accessibility Lab
- Interoperability Lab
- Compatibility Lab
- Functionality Lab
- Content Testing Lab.

Our complete software testing service takes you through the development cycle, ensuring you can rest easy knowing your brand is rock-solid, your reputation is protected and your product is ready to go. Over the past 20 years we have acquired unrivalled experience in testing software, websites, e-learning, DVDs and CD ROMs.

Our clients range from big to small and we're proud to have long term relationships with the likes of Oxford University Press, Barclays, BBC, Pearson

Education, Nelson Thornes, Scholastic, Macmillan, Smart Learning, British Medical Journal and many more.

“The fantastic level of support provided by the Epic Service Desk team has left our customers with an extra sense of satisfaction and confidence after purchasing Classroom Monitor. Epic Service Desk has helped to streamline and simplify the management of our incoming support by providing a flexible solution to what has always been a seasonal and difficult to manage problem.”

David Francis, Prime Principle.

Contact us

We can assess your needs and requirements and make recommendations for increasing the usability of your products and services. Please contact us by phone on 01273 728686 or by email at epicentre@epic.co.uk.