

Varsity

Complete Technology Service From Support To Management

Remote Team

Get access to immediate support as your needs arise. The scheduling is also customizable: choose to have our team as needed or develop a set schedule.

Escalation Team

This team handles escalations from our Remote Team and assist with scheduled tasks, onboardings, cloud administration, and data backup management.

Field Services Team

This team shares a similar role with our Escalation Team and can assist with a variety of upper-level tasks. They will also travel to your office location if needed.

Management Team

This team reviews and manages all escalation requests. They also identify and document procedures and train our teams on new skills and topics.



Varsity is here to help you.

Contact us to transform your organization with impact-driven technology.

support@varsitysf.com
866.861.1747 Option 1

Varsity

SERVICE DESK PROCESS

Technology For Good



YOU RUN INTO AN IT PROBLEM. NOW WHAT?

Email support@varsitysf.com

Call 866-861-1747 Option 1

*Critical emergencies via telephone.

THE SUPPORT REQUEST IS SENT.

Your request will be reviewed by our Remote Team so that the issue can be properly assigned. They will work on your ticket as soon as they are available.



While we have SLA's, we strive for real-time response and resolution!

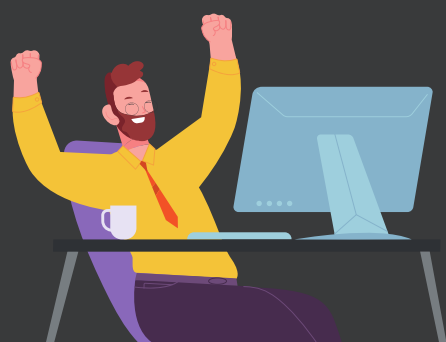


REMOTE SUPPORT

If your assistance is needed, the Remote Team will contact you to schedule via a simple to use link.

ISSUE IS RESOLVED. HIGH FIVE!

At the close of each ticket, you will receive an email letting you know it's resolved. It will also include a set of smiley faces so you can rate your experience!



VARSLITY IS HERE TO SUPPORT YOU.

Following this process allows us to ensure that you are satisfied at the end of every service ticket and we are providing you the best customer experience.

www.varsitytech.com

support@varsitysf.com | 866-861-1747