

HQ United States 3925 W Braker Ln Austin, TX 78759



HQ / Service Center Mexico Regio Avenida No. 109 Col. Regio Parque Industrial Apodaca, Nuevo Leon, Mexico C.P. 66600



* Service Center Mexico (PIIT)

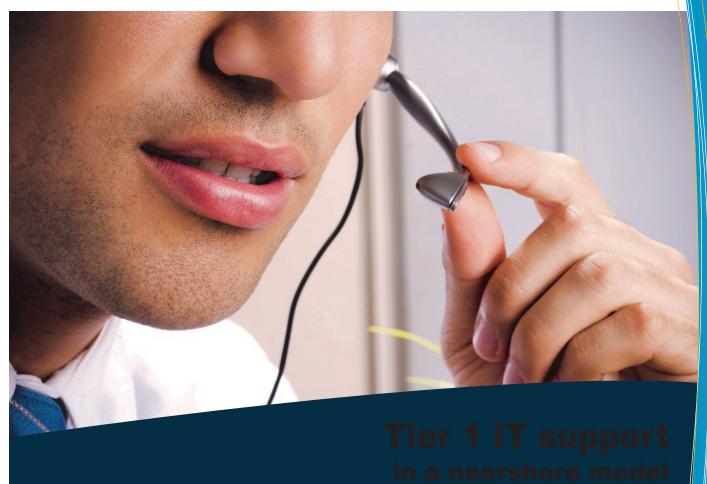
Monterrey IT Cluster

Apodaca, Nuevo Leon
(To be finished on 2009)



www.nearcontact.com info@nearcontact.com P: (512) 853-9472





Service Desk
Specialists



REMOTE SERVICE DESK TEAM DEDICATION ITIL BEST PRACTICES

- EXPERIENCED SERVICE DESK AGENTS
- WEB BASE APPLICATION
- FULL ESCALATION CAPABILITY
- 8 BY 5, 24 BY 7 OR ANY SUP-PORT MODEL REQUIRED.

SOME OF OUR VALUED CLIENTS

- RETAIL
 FEMSA COMERCIO
- METALLURGY
 TERNIUM
- AUTOMOTIVE
 METALSA AND
 GRUPO GONHER
- INSURANCE
 - ABA SEGUROS AND BANORTE GENERALLI

CONNECTING YOUR BUSINESS WITH THE RIGHT IT SUPPORT TEAM

Near Contact Inc (<u>www.nearcontact.com</u>) is a leading provider in the Service Desk industry. By standardizing the incident management process, the company adapts to the requirements of its clients and leverages its service offering through a structured first level IT support. The service can be delivered through a powerful proprietary incident management tool.

Our operation relies on a nearshore model with a service center in Monterrey, Mexico. This enables us to deliver high quality first level IT support, with a team approach and key benefits:

- ITIL oriented Service Desk which enables a clear incident management process
- Lower total cost of ownership
- Experienced, dedicated staff to resolve issues quickly

Near Contact's service represents a real alternative to those corporations looking to support their organization through a nearshore model.

REMOTE SERVICE DESK

Our service resolves common issues that arise in the Service Desk area so that our clients can address strategic IT projects. We take care of staff turnover, salary growth plans, motivational programs, productivity, and other issues related to internal IT staff, especially those involved in the tier 1 support. Our staff is experienced with standard Microsoft programs, but can also learn and support any proprietary programs.



SOME COMMON PRODUCTS THAT WE SUPPORT AMONG OUR CLIENTS:



- Windows 2000 Pro, XP Pro, and Vista (all versions)
- Office 2000, 2003 and 2007
- Trend Micro, Symantec,
 Avast, Karpesky, McAfee
- Browser issues
- Software installed in PDAs
- Active Directory
- Outlook
- Manufacturing Pro (expired login sessions)
- POS Systems (i.e:2020)
- Printing issues
- Network issues
- Others as required...



NEARSHORE BENEFITS

Geographic proximit

 Cultural affinit

Economical and political stabi
 Competitiveness and availabi

of IT profession



TESTIMONIA heir Service Desk has proven to be sim

effective and professional. We let them hat the the incident management process in monthly basis since they have delivered it

a very professional and consistent wa They've done a great job supporting all o facilities nationwide with a great team"

Francisco Garza, IT Manager, Grupo Gonh



EXPERIENCE subsidiary in Mexico, with

tions, represents one of the top tier
IT companies offering outsourcing
services for the portheast part of

exico.

nfo@nearcontact.con