



**HQ United States**  
3925 W Braker Ln  
Austin, TX 78759



**HQ / Service Center Mexico**  
Juan Ignacio Ramon 323 pte.  
Col. Centro, Monterrey,  
Nuevo Leon 64000



**\* Service Center Mexico (PIIT)**  
Monterrey IT Cluster  
Apodaca, Nuevo Leon  
(To be finished on 2009)



[www.nearcontact.com](http://www.nearcontact.com)  
[info@nearcontact.com](mailto:info@nearcontact.com)  
P: (512) 853-9472



**Tier 1 IT support**  
in a nearshore model

Service Desk  
Specialists



## CONNECTING YOUR BUSINESS WITH THE RIGHT IT SUPPORT TEAM

Near Contact Inc ([www.nearcontact.com](http://www.nearcontact.com)) 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 (OpenSer) or any 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

### TEAM DEDICATION

### ITIL BEST PRACTICES

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

## SOME OF OUR VALUED CLIENTS

- **RETAIL**  
FEMSA COMERCIO
- **METALLURGY**  
TERNIUM
- **AUTOMOTIVE**  
METALSA AND  
GRUPO GONHER
- **INSURANCE**  
• ABA SEGUROS AND  
BANORTE GENERALI

### 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

- Similar working time zones
  - Geographic proximity
    - Cultural affinity
    - Cost benefits
- Economical and political stability
- Competitiveness and availability of IT professionals



### TESTIMONIALS

"Their Service Desk has proven to be simple, effective and professional. We let them handle the incident management process in a monthly basis since they have delivered it in a very professional and consistent way. They've done a great job supporting all our facilities nationwide with a great team"  
Francisco Garza, IT Manager, Grupo Gonher



### EXPERIENCE

Our subsidiary in Mexico, with more than 13 years delivering solutions, represents one of the top tier IT companies offering outsourcing services for the northeast part of Mexico.

Contact us at:  
[info@nearcontact.com](mailto:info@nearcontact.com)