



## MANAGED HELP DESK

# SUPPORT YOUR MINISTRY'S WORK WITH RESPONSIVE IT HELP DESK SERVICES

An IT Help Desk is necessary to administer your ministry with today's technology. Expert, accessible IT Support is available through GCFA's IT Services Department.

### COST SAVINGS

- Certified support reduces response time and creates efficient complaint resolution
- Work more efficiently
  - One place for all IT requests through a user portal
  - Submit issues early and get quick resolutions
  - Prioritize, track, and communicate progress and due dates

### FOCUS ON YOUR CORE MISSION

- Allocate employees and resources to mission-critical ministry work—not searching for "answers" online
- Decrease employee downtime

### INFORMED IT DECISIONS

- Track equipment and software issues to plan future purchases and updates
- Scalability: Able to grow with your ministry



**65%** of all problems are solved by GCFA's IT Help Desk **WITHIN 24 HOURS.**

Approximately **8500 ISSUES** were resolved in 2018.

A help desk is an indispensable part of a ministry or organization. GCFA's Help Desk service is staffed with technical analysts specialized and certified on many different products and platforms.

**CONTACT US TO GET STARTED!**



**FINANCE & ADMINISTRATION**

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