



Enable. Enhance. Empower.

Technical Support Services



Support Services

IT/technical support is a service where businesses offer help with computer technology to those who need it. Usually, IT support is used to help solve specific problems a person, or company, may be having, rather than providing any training, qualifications or courses or requiring your own specialists to respond. Customer and Technical Support and Services actually provide only a portion of what Support Services can offer which can be extended into all aspects of a business including process management and communication between non-technical organizations, or individuals, within your business and your IT infrastructure.

Ennovar...Partnering with Industry on Support Services

Fully aligned with the needs of today's IT infrastructures, Ennovar Support Services is designed to help you respond effectively to changing demands on your business. By combining Ennovar's unique way of thinking, innovating and working, companies can offload their support services freeing up precious dollars, time and resources at the same time getting the quality services they demand.

Ennovar combines Subject Matter Experts with over 50 collective years of Enterprise and Help Desk level technical & product support experience with supervised, trained student technicians to staff our support services team. The result is an in-house professional response department that can provide complete IT support services for your team when and where they need it most.

How much more efficient could your team be, with our team behind them?

Ennovar Support Services Benefits

- Provide Level 1 and 2 Help Desk Support for multiple software and hardware platforms and applications
 - Windows 7, 10, and MS Office support on desk-side, laptop and surface devices
 - Software and hardware support on desktop, laptop, surface, and mobile devices
 - Broad application support on SAP, Exchange, O365, Outlook Mobile
 - Active Directory expertise for secure management of network attached resources
- Track and document tickets and work flow in existing or provided systems
- Remote or on-site support and services
- Perform security provisioning and grant access rights to server and network accounts and resources while conforming to company requirements/infrastructure
- Coordinate Support and Services between multiple vendors and partners
- Perform root cause and CLCA services and timely status communication on product defects to eliminate or reduce the impact of future incidents
- Identify and implement new processes or procedures to increase efficiency and savings
- Author and drive use of knowledge articles as a principle information resource
- Identify, develop and provide scripting and automation solutions
- Utilize existing infrastructure or provide customized solutions

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