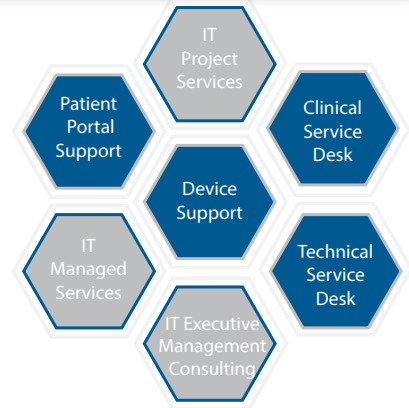




TALON

Healthy IT Services



IT Service Desk Support

TALON understands that a Service Desk is the first line of support and the face of any IT organization; high quality and performance are our top priorities.

With years of expertise, **TALON** is able to resolve more than 80% of incoming incidents at the first level of support. We use tools like knowledge, incident and problem management as well as client specific training to bolster our abilities to resolve without escalation.



Customer Focus

TALON provides Information Technology Solutions to improve business processes. Our clients benefit from industry relationships and a commitment to long-term partnerships.

Community Involvement

TALON employees are world-class individuals with a vested interest in our unique culture that encourages personal growth and service to community.

Commitment to Excellence

TALON provides proven and successful solutions, tailored to meet client needs, at the right time at a reasonable cost. We succeed by building long-term, meaningful relationships with all of our clients.

USER FOCUSED

TALON helps users remain productive by assisting with questions and resolving technical issues remotely 24/7/365.
Our U.S. based agents are able to assist promptly and professionally.

DEPENDABLE

TALON operates redundant call centers to provide a high-availability service. Our fail-over ready sites are in North Carolina and Wisconsin.

HIGH-PERFORMANCE AND LOW COST

TALON'S clients enjoy excellent performance with First Contact Resolution (FCR) rates greater than 80% and Average Speed to Answer (ASA) of less than 1 minute. High rates of FCR allow your technical resources and clinical teams to focus on critical initiatives.
We outperform the market with pricing well below our competitors and at a lower cost than in-house solutions.

HEALTHCARE-SPECIFIC

TALON'S Service Desk solution is built on industry best practices and tailored for the Healthcare client. Specific Electronic Medical Record knowledge allows us to assist with mission critical support.
As a comprehensive solution, our Service Desk can be integrated with on-site Desktop Support to provide additional value.

EAST
201 North Broad Street, Suite 301
Winston-Salem, NC 27101

MIDWEST
W223N720 Saratoga Dr.
Waukesha, WI 53186

“ **TALON'S** technical support has been exceptional – both in response time and ability to understand our issues. The service and professionalism that **TALON** provides has met and exceeded our expectations.

~ Midwest Healthcare Client

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