DATA MAGIC COMPUTER SERVICES

Client Services Automation

We provide the #1 fastest-growing Client Services Automation platform, built for the convenience of our clients.

It brings together integrated features that elevate client engagement, all organized **in one suite for your ease of use.**

Why Should You Care?

A Central Hub
All of your tickets live in one central location, easily accessed and tracked.

Consistent QBRs
Quarterly Business Reviews are now streamlined with convenience in mind.

Reporting
Defined reporting that shows where our time is spent, allowing us to provide specific suggestions.

Justification
We can justify our bill and services at every meeting with built-in tools.

Communication
A sleek interface that encourages scheduling and messaging, making issues easily recognizable.

Our Service Pillars

Optimization

Optimizes our service desk to resolve issues efficiently with customizable smart ticketing, information, and self-service.

- ✓ *Knowledge Base*
- ✓ *Smart Ticketing*
- ✓ *Service Catalog*
- ✓ *Dynamic Forms*
- ✓ *Web Access*
- ✓ *CSAT*

Automation

Automated processes to take the pressure off our account managers and deliver QBRs consistently: 24/7 x 365 days.

- ✓ *Breach Reporting*
- ✓ *QBR Automation*
- ✓ *Reports Archive*
- ✓ *vCIO Planner*
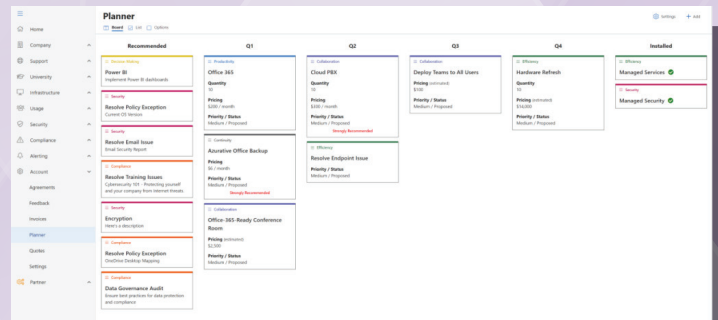- ✓ *Dashboards*
- ✓ *Sales Matrix*

Collaboration

Delivers a fresh collaborative approach created to elevate engagement and boost the productivity of your business.

- ✓ *Company Directory*
- ✓ *Company Calendar*
- ✓ *End-User Training*
- ✓ *Service Catalog*
- ✓ *App Launcher*
- ✓ *Messages*

Support Spotlight

Intuitive Planning That Keeps Us On Track.

Are you tired of your requests getting lost in a sea of issues? We bet you are. Our planner keeps everything organized and detailed, meaning that issues are addressed in the most efficient way.

A Bird's Eye View of Your Business.

Our client dashboard lets us see all the relevant information to your business IT. This allows for in-depth reporting that benefits productivity and makes sure there are no lapses in service.
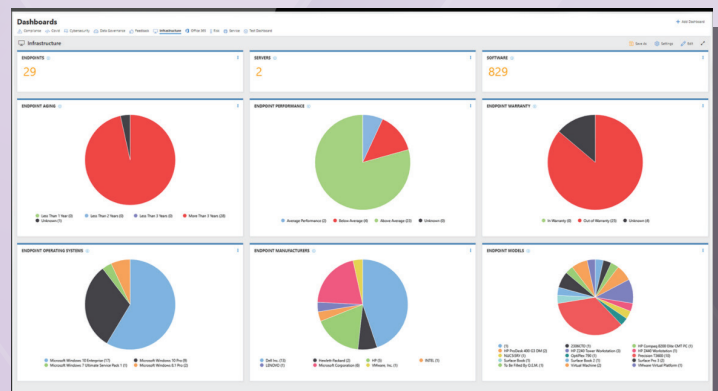
All your touchpoints in one place.

(469) 635 - 5500 / datamagic@datamagicinc.com

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