

**AITC**

AI Technology Consulting

IT SUPPORT SERVICES (L1 / L2)

IT Support Services

SLA-driven Level 1 & Level 2 support for government agencies

01. Overview

AITC delivers dependable, SLA-driven Level 1 and Level 2 IT support services for government agencies. Our support operations ensure continuity of services, rapid issue resolution, and proactive system monitoring.

02. Level 1 Support Services

- Helpdesk and ticket triage
 - Password resets and account support
 - Basic troubleshooting
 - Application support
 - Device setup and configuration
 - Knowledge base updates
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03. Level 2 Support Services

- Advanced troubleshooting
 - Network and server support
 - Application debugging
 - System performance tuning
 - Patch and update management
 - Root-cause analysis
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04. Service Delivery Model

- ✓ 24/7/365 support availability
 - ✓ Onshore/offshore hybrid model
 - ✓ SLA-driven response times
 - ✓ ITIL-aligned processes
 - ✓ Ticketing system integration
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05. Benefits

- ✓ Reduced downtime
- ✓ Predictable support costs
- ✓ Improved user satisfaction

- ✓ Scalable support capacity
- ✓ Faster issue resolution