

Virtual Vision Technologies

www.VirtualVisionTech.com

Since 1991. Incorporated as Young Opportunities, Ltd

Workplace accessibility and accommodation for people with disabilities
Access solutions that *work*.

Follow – On Support Services

Frequently called “Help Desk Service”

Overview –

Follow – Up Services are designed to support a new hire or embedded who received special accommodation services after the location training is completed. The Follow – Up Services are the “safety net,” for the candidate or employee when all of the daily support is complete and the person is left on their own. Follow – Up Services can be for a period of two (2) weeks or longer in an as needed bucket of services.

VVT experience is that most candidates, following training, require a period of two weeks of extended available contact with the instructor when the demands of daily work feel like “I need a little more,” or “How could I have forgotten that training concept.” Normally, this period of support decreases as the two-week period passes.

Who receives this extra VVT support?

This is not only support for the new hire or rehabilitated employee. This service is for any location colleague who provides support to the individual. Therefore, IT or Desktop Support personnel, or a supervisor or HR professional is also included in the support package.

How Does It Work? –

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The new hire or embedded employee has direct contact to the instructor who worked with him, as the Point of Contact / POC, and that VVT contact has access to whatever special services are required whether they are with VVT Technical Services, Training or Technical Support. Insuring that there is no down time on the job, no matter what the issue may be.

The issue is employee productivity so immediate response is critical. Everyone is satisfied when the employee is working up to performance expectations so the relationship is a win for all parties to the service.

What Does It Cost? –

This service can be for the initial two week period following the initial training or extended to a contracted time suitable to the employer and employee. The cost can be through a monthly subscription cost, or invoiced monthly, as used reported on spreadsheet with the monthly invoice.

The initial call is billed at the time of 30 minutes and if the service requires additional time, then it is billed in real time, only as used.

How Does The Service Work? –

All support personnel to the new hire or employee and the employee themselves has direct and immediate access to the POC. That access is collaborated with the US time zone and scheduled workday's routine, whatever that may be.

Whatever the issue for the trouble ticket is recorded and reported monthly. All solutions are completed only when the initiator for the service receive a file reporting the solution. If the issue is training, then a file reports the training solution in navigational step – wise navigation. If the issue is technical, then the solution to that issue is reported in a file to the Desktop Support team for their records. Whatever the issue, and the team involved, the following file is sent so that that issue is properly recorded and saved to assist in saving a repeat session.

How Do I Setup This Service –

Send a request for a service quote for your anticipated level of Follow-Up Support. Provide a Purchase Order from the service quote, which will contain the customized terms of your requested service quote. That is all you need to do.

VVT will provide the POC for your service and obtain from you the contact of the anticipated service requester(s).