



## Managed User Support (MUS)

### Remove the Burden with New Era's Basic Support Desk Services

As part of New Era Technology's ManageBlu services, Managed User Support (MUS) Basic Support Desk is intended to help remove the burden of tedious triage with an End User. Our Basic Support Desk (BSD) team will take inbound calls, document the issue, and follow standard procedures for up to 15 minutes to resolve the issue. MUS-BSD includes 24x7x365 Level 1 remote IT support for all users in the organization. Following the 15 minutes, our team will escalate unresolved end-user-reported issues to the appropriate teams.

New Era's MUS Service focuses on restoring service availability by handling incidents reported by the Customer's end users and uses industry-standard incident and problem management processes to consistently deliver its support services to the users in the organization.

### Contact Us Today to Learn More.

For more information on New Era's Managed User Support service as part of ManageBlu, please contact [neweratech.com/contact-us/](https://www.neweratech.com/contact-us/) or call [877-696-7720](tel:877-696-7720).

### Service Features

- Level 1, English speaking, 24x7x365 remote support
- Typical call duration is 10-15 minutes per call
- Troubleshooting will follow scripted steps
- Issues longer than 15 minutes will be escalated to the customer

