



SERVICE DESK SOLUTIONS

Does your IT Department focus on moving your company forward or are they tied up handling day-to-day problems? Let MSA's Service Desk handle those calls so you don't have to. Need help with overflow? Evenings and weekends? We're here 24x7 and have been for fifteen years and counting!

CUSTOMER SERVICE

Our friendly, local service technicians are trained and certified to provide effective solutions with a goal of "1st call" resolution.

BEST PRACTICES

ITIL Certified, we utilize proven methodologies and solutions to solve our customer's problems.

FAST & LOCAL

We're fast, we're local and we speak technology! We are always on call 24x7. We're here when you need us.

BROADER SKILL SET

Our technicians can escalate your issues to our own Level 2 or Level 3 Engineers when necessary, ensuring your trouble tickets get resolved in a timely manner.

CONTINUOUS PROCESS IMPROVEMENT

Proactive problem identification and resolution. We'll watch for trends and look for ways to make your IT work better.

COST EFFICIENT

- Flexible pricing models
- Eliminate:
 - Turnover
 - Training costs
 - Over-staffing requirements
 - Operation distractions for management

FOCUS ON YOUR BUSINESS WHILE WE FOCUS ON YOU!

We are not just a service desk, we are consultants. We take the time to learn your needs and develop customized solutions. On-site or off-site? Your monitoring tools or our monitoring tools? Contact us by phone, email or our customer portal. We work with you to determine what is best for your organization.

*We develop customized solutions
for your specific IT needs.*

MSA SERVICES

Data analysis and operational efficiencies underlie all of the work that MSA performs and delivers for its clients. Our combination of domain expertise, analytic approach, and actionable deliverables have led to over 50 years of providing products and services to our satisfied customers across industries.

CPG

- Processing 7,000 distributor-warehouse data files weekly
- Reporting to over 1M unique retail outlets
- Marketplace strategies
- Retail execution
- Trade program management

RETAIL

- Market matching analytical tool
- Segmentation analysis
- Market share analytics
- Concept testing analysis
- Store layout optimization

MEDIA

- Traffic and billing systems
- Post Buy services
- Electronic Data Interchange services for network and advertiser communication
- Optimization platforms for agencies and advertisers

LIFE SCIENCES

- Integration and analyzation of HIPAA compliant data
- Patented matching methodologies
- World class leading transplant management system for BMT and organ transplant programs

IT INFRASTRUCTURE

- Data centers
- Cloud services
- Smart Hand services
- 24x7
- Business continuity

METALS

- Benchmarking and monitoring of ferrous scrap
- Blending optimization
- Consulting services
- Optimized production planning and scheduling

GAMING

- Maximizing Operator's win
- Player experience improvements
- Custom gaming analytics
- Key industry measures include:
 - Slot and/or table win by casino
 - Win, slot, day share measures
 - Gross gaming revenue (GGR) by state, region, market, casino, etc.

