

Immersion Technology's world-class help desk services can help you dramatically improve employee satisfaction and significantly reduce costs at the same time!

Immersion Technology (ITI) help desk experts can help you dramatically improve the “trouble call” experience your staff makes on a daily basis. We'll help you integrate best practices in daily processes, identify better work-a-rounds for bugs and maintain a concise incident management history so you don't have to. We provide an answer on the first call – 24/7/365 – and help you gather and manage the metrics needed to hold all vendors accountable and understand the value you're getting from any system.

We are Hospitality professionals with experience with CRS, PMS, POS, CRM, Call Accounting, Key Lock and PBX Systems and most device interfaces. We employ a variety of technical support, system support and procedural support professionals with decades of experience working for your system vendors. We have fine tuned our business to serve your organization – in a PRIVATE LABEL “support desk” manner – in all your Hospitality related business needs.

Your staff's first call is to Immersion Technology and, “We Own IT”. We will continue to work the case or issue until it is resolved. ITI's help desk service will better your operational efficiencies and business system satisfaction with your employees, while reducing costs associated with many different Support and Maintenance agreements you have with multiple vendors.

We always offer you:

- Unsurpassed help desk services by taking the call, knowing your business systems and how to immediately solve or escalate the problem you are facing
- 24x7x365 National and International coverage
- Precisely the services you need – delivered on-time, remotely or on-site, utilizing our world-class help desk consultants

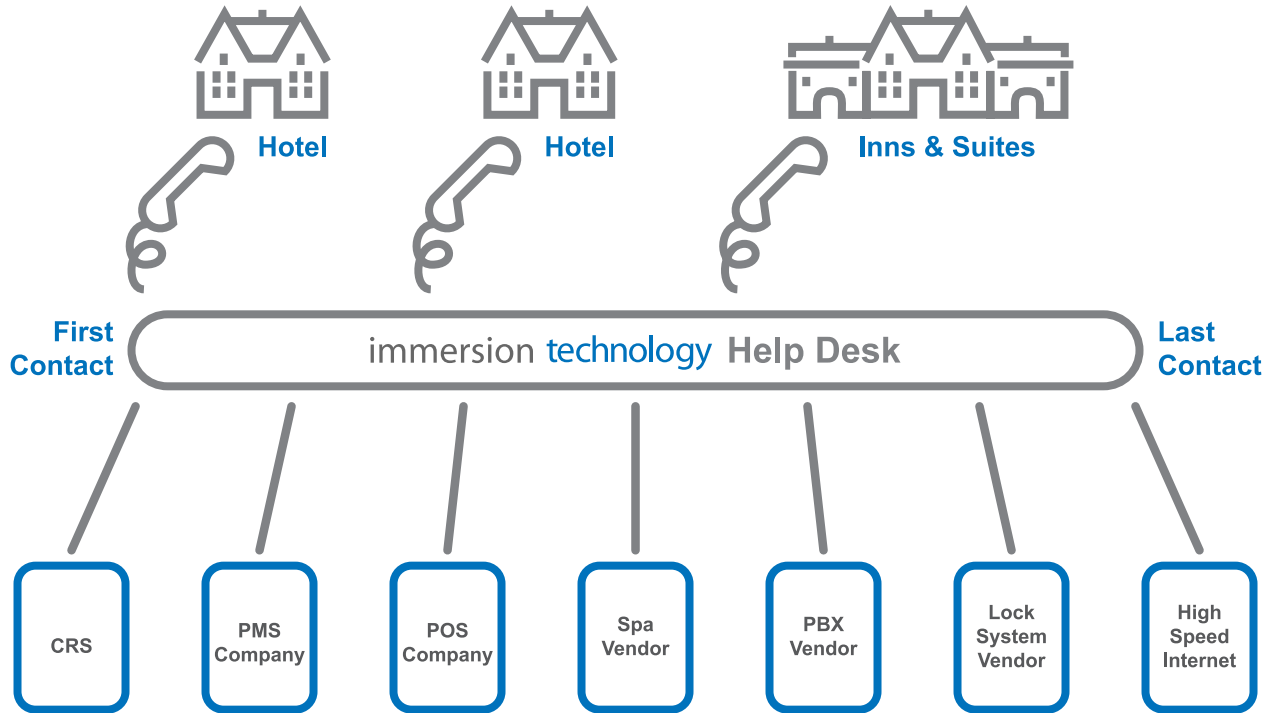


Improving the way you support your staff

Immersion Hospitality help desk experts can help you dramatically improve the “trouble call” experience your staff makes on a daily basis. We can replace your current help desk need, freeing up your valuable I.T. staff from sitting at a desk and waiting for a trouble call. Your I.T. staff can be proactive, productive and working while we handle most issues reported on a daily/hourly basis. We take first call from any staff member, anytime of day.

Help Desk Services

We troubleshoot the system/issue and either immediately resolve, or escalate the issue (with the correct details) to your system vendor. In Many cases, we can dispatch the case internally to your own I.T. staff for sensitive or proprietary systems inside your company.



We'll help you integrate best practices in daily processes, identify better work-a-rounds for bugs and maintain a concise incident management history so you don't have to. We provide a 24/7/365 – answer on the first call and an SLA which says, we do it right or you don't PAY for it. We help you gather and manage the metrics needed to hold all vendors accountable for system reliability or, understand the value you're getting from any system.

Flexible outsourcing options

If outsourcing your help desk makes sense, we'll customize the precise mix of remote and on-site services that delivers maximum business value at a cost lower than the OEM vendor can provide. We can help you deliver Tier 1 and Tier 2 support for any infrastructure or application, on a per-call or fixed-fee basis. Our services integrate seamlessly and cost-effectively with your in-house capabilities, quickly extending world-class support wherever and whenever you need it. Enterprise, proprietary, vertical and collaborative applications, Basic network administration, Tier 1 and Tier 2 support for infrastructure and applications, encompassing networks, servers, storage, security, and desktops.

For More Information Please Contact:

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