

## The City of Salinas looks to Modular for 24/7 HELP DESK SUPPORT



software. hardware. integration...

**We've got you covered.**

The City of Salinas is comprised of a variety of departments and divisions which provide services from public safety and recreational activities, as well as the implementation of public works projects and facilitating building construction process within the City limits.

City departments and divisions work in conjunction to drive the day-to-day operations of the local government and also provide a variety of direct, citizen-oriented services.

### Challenge: Growing City Offices need multi-faceted and consistent technical support

The City of Salinas has over 600 City employees. The challenge for this growing city is not unique--with evolving technology in a dynamic workplace, they need diversified technical support on all computer-related problems. Their needs include everything from hardware implementation and integration support, though software and networking. With the evolution of the internet and on-demand processing, they must have quick access to a reliable, and multi-faceted, technical resource.

### Solution: Modular provides City Offices comprehensive 24/7 technical support solution

Modular's Help Desk Service, implemented in 2002, allows any of the City's employees to receive support on all computer related problems. Each department has specific technical requirements relating to their operation and need access to other departmental information within the City in order to service the community. Modular provides solid technology On-Site, as well as, Help Desk Services that support their varied, and often, time-critical requests. From software questions-to-service requests-to-hardware support, Modular's 24/7 Help Desk Technicians and System Engineers work with the city supporting their ever-changing technical needs.

"Today I had my first experience with the HELP DESK. I was pleasantly surprised. It was fairly easy and I got a quick response from Modular. I'm looking forward to more experiences with their support."

--Jim Garcia, CITY OF SALINAS  
Public Works Department