



NGEN NOW



DELIVERING THE FUTURE OF NAVY IT TODAY

October 20, 2009

Providing 24x7 Customer Care Support

Our team members on the NMCI Service Desk play in critical role in NMCI network operations. These front line customer service representatives are the first stop for users who need technical assistance on a range of daily maintenance questions. Their hard work ensures that Sailors and Marines are able to leverage the capabilities on the network.

Working on the service desk can be a thankless job as our teammates work quickly to get Sailors and Marines back smiling again, often calming frustrated users in the process. Nonetheless, I'm proud to say our dedicated NMCI Service Desk folks continue to provide top-notch professional service to our customers every day.

This week's profile is Holli Beisly, a service desk analyst out of Boise, Idaho. Holli's commitment to excellent customer service has not only been noticed by her fellow service desk workers, but also by the Navy. In one satisfied client's letter of appreciation, the Sailor was notably impressed with Holli's attitude. Here at HP Enterprise Services we know how hard everyone works, but more importantly, the Sailors and Marines we help each day also notice and appreciate our efforts.

Holli, great job and keep up the hard work!

Kevin Durkin
Vice President of Navy Programs





Holli Beisly **IS NGEN NOW**

Service Desk Analyst
HP; Boise, Idaho

When it comes to service desk assistance, analyst Holli Beisly is prepared: she knows the value of providing the Sailors and Marines who count on NMCI with precise, timely and constructive information.

Day after day, Holli handles and manages countless calls from users in need of both assistance and technical support. As she gathers facts and figures from callers, Holli then moves to troubleshoot and resolve an array of issues that at times arise on the world's largest secure intranet.

"Every time I answer a call, I remind myself that customer service comes first," says Holli. "One of the best parts of my job is the satisfaction that I feel from helping someone solve a problem. The Sailors and Marines I speak with have a vital mission, and it gives me great pride to help them in any and every way I can."

Most recently, a frustrated Sailor called the service desk regarding a recent technology refresh, and Holli was there to help. She set to work and not only found a solution, but helped to identify other issues that needed to be resolved for optimal performance.

After the call, the Sailor was so pleased with Holli's support that he wrote a letter to her supervisor.

"What a breath of fresh air," said the Sailor's letter. "She went well above and beyond what I originally requested and expected. Never have I ever come across this level of service - if there is ever a model of what people are supposed to do in the duties of their job, please use Holli!"
