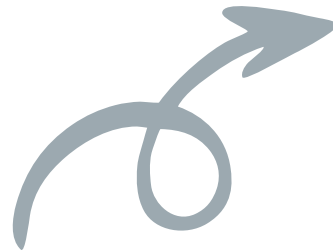# OMNICARE

REDIFINING SUPPORT
ENSURING PEACE OF MIND

Enhance customer service, minimize downtime, and reduce costs by utilizing OmniCare, a comprehensive support offering that provides peace of mind and boosts customer experience.

01 Recruitment & Training

02 Higher Operational Costs

03 Scalability Issues

04 Adapting to Innovation

05 Diversion from Core Business

In-house support challenges

Outcome Peace of mind

Lower Outages

Savings Predictable Costs

Expertise Experienced Staff

Contact Us

📞 +1855-245-6285   🌐 globo-tek.com   ✉ hello@globo-tek.com

Our Offerings

WHAT'S INCLUDED	OMNI BASIC	OMNI ADVANCE	OMNI MANAGE
24/7 Critical & Low level Incident Support	●	●	●
Faster Response Times	●	●	●
Faster Issue Resolution	●	●	●
Phone Support	●	●	●
GTS case management with Genesys, AWS and Google	●	●	●
Online Help Desk Portal	●	●	●
Tier 2 and Tier 3 Support	●	●	●
Technical Inquires for BAU activities	●	●	●
Severity 1 Incident RCA reports		●	●
Yearly Technical Architecture Review		●	●
Application Break/Fix Support		●	●
Pre-arranged Block of Hours		●	●
User Moves, Adds, Changes, and Deletes			●