



ITT's Technical Support Services

Technical support teams staffed 24 hours a day, 7 days a week, 365 days a year providing level 1, 2 and 3 support.



Engineered for life

Technical Support Services

Staff

Every support analyst at ITT is technically trained and highly experienced, while many also hold industry recognized certifications. Our technical support teams are staffed 24 hours a day, 365 days a year providing Level 1, 2, and/or 3 support for:

- IT Help Desks
- Software / Web-Based Applications
- Internet / Network Connectivity
- Hardware Equipment
- Complete RMA Processing
- Knowledgebase Creation
- Product Testing
- FAQ Creation
- Technical Document Development



ITT believes that hands-on experience is fundamental in providing unparalleled support, which is why we incorporate emulation labs for problem replication, product testing and applied training. Time after time we have proven that this hands-on approach is essential to issue resolution and increased customer and client satisfaction.

Facility

All of our technical and help desk support services are provided out of our Test & Support Systems' facility in Lancaster, California. Because this facility must meet stringent Department of Defense security requirements, you can be confident that your information is constantly secure. Whether you are a large established company or a small developing business, we have the capacity and infrastructure to accommodate you.

Quality

Our commitment to continuous improvement is demonstrated by our active membership with the Help Desk Institute as well as being recognized as an ISO 9001 certified company. In addition, ITT quality assurance procedures ensure a level of consistent, first class support. This includes: silent monitoring, response auditing, regular performance evaluations, technician development and retention programs, as well as customer satisfaction surveys.

History

The Test & Support Systems business area of ITT Corporation was created more than 25 years ago and is sited 70 miles north of Los Angeles. Our close proximity to Edwards Air Force Base and Antelope Valley Community College makes our location ideal for recruiting talented technicians. In addition to our technical support and help desk services, this business area also provides engineering, programming, laboratory design and computer based training system / programming.



Additionally, ITT provides products and services in many other markets, including equipment for water and wastewater treatment and industrial processes, defense electronics and services, motion and flow control solutions and a wide range of other industrial products. We're dedicated to setting new standards for providing essential services, products and systems that help people and the environment in extraordinary ways around the world.

Contact

web: www.compusupport.com
toll free: 800.443.7117

Rick Paukstis | National Sales Manager
phone: 661.723.3886 ext. 265
rick.paukstis@itt.com

Paul Graham | Business Development
phone: 661.723.3886 ext. 287
paul.graham@itt.com

Patti Costahaude | Technical Support Manager
phone: 661.723.3886 ext. 503
patti.costahaude@itt.com

ITT Corporation
Electronic Systems
Test & Support Systems
254 East Avenue K-4
Lancaster, California 93535, USA
Phone: 661.723.3886
Fax: 661.948.7003
www.es.itt.com



Engineered for life