

Today. *Tomorrow.*

Connecting you with the information today of the technology tomorrow.

Intellicom Helpdesk

Just a reminder that in 2016 Intellicom extended our hours, making it easier for you to engage our support! Every member of the Intellicom team is focused on serving you, and with that thought in mind, we formalized the hours in our Network Operations Center (NOC) to reflect the time we are in the office and available to help.

You can always count on us to be ready to answer your call or respond to your email beginning promptly at 7:30 AM every Monday through Friday. We remain open until 5:30 PM each weekday. We hope this gives us the opportunity to work on any technology issues your company may face at (or even before!) the traditional start of the work day. As always, the number to call is (308) 237-0684, extension 1.

In addition to letting you know about our extended hours, we want to remind you that email is also, and always, a great way to contact us. Send your email to: support@intellicominc.com. This assures that every member of our NOC team sees your message, AND it also automatically creates a new support ticket for your issue.

Our goal is that 98% of calls are answered without going to voicemail and that within 15 minutes of emailing us with a service request, we will respond to you letting you know that a ticket has been created and that we are working to resolve your issue.

For more information, please contact Todd Herges, VP of Managed Services, at (308) 237-6434.



Meet the Staff: Dan Shundoff - President/CEO

Dan Shundoff is the CEO and President of Intellicom. In this role, Dan spends much of his time providing the strategic vision for the organization. This includes identifying the very best talent and providing a great environment for them to become fully engaged in our mission. Before founding Intellicom, Dan was a Senior Proposal Analyst in the New Business Department for Sikorsky Aircraft in Stratford, Connecticut.

Dan graduated with a degree in Psychology from the University of Nebraska at Lincoln.

Best thing about working in technology: The ability to unleash the potential in people and their organizations.

Volunteer Activities: Currently, most of my volunteer efforts are focused on engaging with the University of Nebraska, local and state economic development efforts, and several area foundations.

Last book you read: Human Sigma.

Upcoming Events

Look for the Intellicom team at the following events:

MarkeTech Conference – March 16
Younes Conference Center, Kearney

Nebraska Rural Community Schools Conference (NRCSA) – March 23-24
Holiday Inn, Kearney

Nebraska Educational Technology Conference (NETA) - April 20-21
Century Link Center, Omaha



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