

Help Desk Support

Professional, Technical Experts Supporting Your Business



In the world of IT, problems happen—computers crash, passwords are lost, email stops working and the list goes on. Without proper technical support in place, these problems can bring your business to an abrupt halt. With Help Desk support, you can enjoy peace of mind knowing that our certified technicians can quickly and efficiently help resolve many of your most complex technical problems.



The Coverage You Need

We offer U.S.-based Business Hour, After Hour or 24x7x365 Coverage for today's always-on business landscape and scalable solutions to match your business' growth.



Expert Assistance and Customer Care

Our technicians are up-to-date on the latest fixes, trends and certifications. Supervisors also conduct quality reviews to ensure you receive unmatched service delivery.



Multiple Contact Options

When you need help, our courteous technicians quickly respond to questions or issues that you may have and can easily be contacted via phone, email or web-based chat.



Rapid Response

Our help desk processes are designed to provide you with a rapid response and resolution. All Incoming tickets are triaged by our dispatch team and prioritized by urgency. Our objective is to resolve the issue within 25 minutes, without escalation. Our Service Level Objective for the vast majority of tickets (80%) is to answer incoming calls in less than one minute and respond to emails in less than four hours.

Ask us how our help desk solution can support employees and provide full problem resolution.

Help Desk Support Covers:

- Microsoft® and Apple® desktop operating systems
- Thin clients and virtual desktop infrastructure (VDI)
- Email applications and browsers
- Microsoft Office and documented third-party applications
- Hardware and network troubleshooting
- Printer installation and support
- Mobile phones and tablets
- User administration
- Desktop performance problems

“ We have leveraged the help desk support countless times and each time they have been very responsive and worked with us until we solved the issue, whether it required additional support or onsite assistance. ”

Lauren Cole

Practice Manager, North Georgia Physical Therapy Associates