Helpdesk

Your team is going to run into issues with their technology. There's just no way around it. When you do, wouldn't it be nice to know you have a friendly, competent team to call on, whenever you need them? With our helpdesk services, we'll provide you with:

➤ **Solutions, Not Bandages.** We'll get you back to working as quickly as possible, but not at the expense of diagnosing and eliminating the root cause of your problems.

➤ **Consistent, Reliable, Personal Support.** We're here when you need us, even if that happens to be late at night or on the weekends.

➤ **Maximum Productivity.** The less time your team spends battling their technology, the more time they can spend working. It's as simple as that.

WHAT DO OUR CLIENTS THINK?

So far in 2017, our average support rating is…

★★★★☆

4.9 out of 5 stars!

(That's a 98% overall!)

On-Site Engineering

No matter how far technology advances, it's critical to have hands-on help. No matter whether your systems are at your offices or in the cloud, you need eyes on your network, your people, and your business. How else is your technology partner to learn how you work? With our on-site engineering, we'll provide:

WHAT DOES "PROACTIVE" MEAN?

Thanks to our prescheduled visits, we've only had

1

emergency on-site appointment across hundreds of clients so far in 2017.

➤ **A Dedicated Resource Who "Gets" You.** Your engineer will become an extension of your team; they'll learn who you are, how your business runs, and where technology can help.

➤ **Thoughtful Recommendations.** Our engineers are not satisfied with simply "keeping the lights on" for you – they'll always be on the lookout for ways to move your systems, your productivity, and your efficiency forward.

➤ **An Effective, Secure Technology Platform.** They will, of course, not overlook the importance of a strong, robust, healthy platform from which your team can work.