




INTELLIGENT

MANAGED SERVICES

INTELLIGENT HELP DESK

Our Help Desk Services provide support for your end users' Windows, MacOS, and standard business applications. Our level 1 through level 2-trained support techs are equipped to resolve any endpoint, networking, security, or BDR issue thrown our way. The team holds 24+ distinct certifications, including the most essential IT certifications from Microsoft, CompTIA, Cisco, VMware, Linux, Oracle, and Amazon.



WHAT YOU GET

- ✓ 24x7 End User Support for common user issues
- ✓ Support for laptops, desktops, and workstations running Windows or MacOS including patching and image management
- ✓ Hardware troubleshooting including device issues or performance problems
- ✓ Assistance with running common Microsoft and Adobe cloud applications
- ✓ Network connectivity support for office and remote users connecting to the Internet



END USER SUPPORT FOR

Microsoft Desktop Operating Systems (V. 10 & 11), MacOS (BigSur, Monterey, Ventura) installed on company owned devices

Microsoft Office Suite Products (Word, Excel, PowerPoint, Outlook), Web Browsers (Firefox, Safari, MS Edge, Google Chrome)

Email Clients including Outlook, Outlook for the Web, Windows Mail App, Mac Mail, Google Workspace Email

PC Hardware including laptops, desktops, printers, and connected peripherals (Mouse, keyboard, scanner, external storage devices)

WHY CHOOSE US

- ✓ **We are your 360° Partner**
We provide comprehensive, expert-led managed services
- ✓ **Rest easy, be secure**
Proactive security is fundamental to everything we do with our approach
- ✓ **Practical, flexible solutions**
We meet you where you are to help you secure and grow your business