

Help Desk

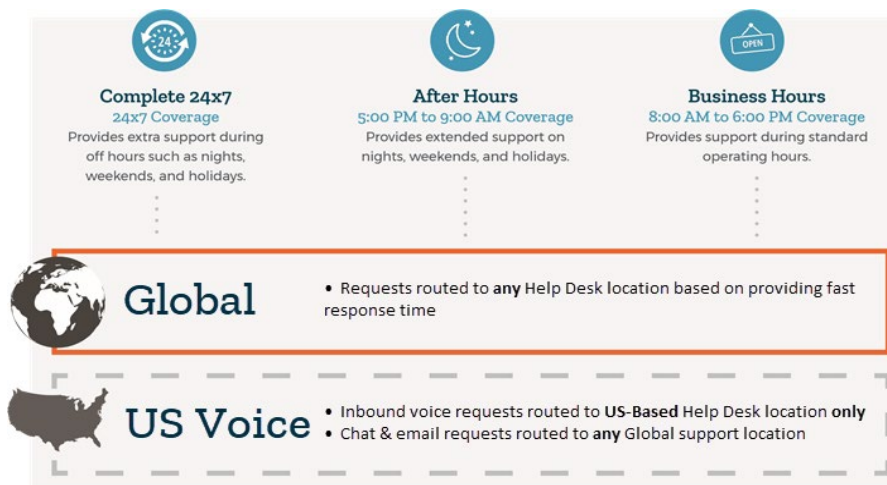
Provide professional, responsive and high-quality 24x7x365 service with Continuum Help Desk. Reinforce your brand with our white-label routing and response and have inquires answered as your, or your client's, IT department.

Solving Your Delivery Challenges

- Staffing – finding and retaining talent for Help Desk functions
- Onboarding & ongoing training and certification requirements for internal resources
- Volume Fluctuations – support needs are difficult to predict and to prepare for
- Consistent Customer Satisfaction – difficult to ensure consistent baselines of quality service
- Cost controls and Impediments to growth

Help Desk Service Options

Meeting the needs of your end clients require flexible options.



Key Features & Functions

200+ Certified and Highly Trained Technicians

With over 24+ distinct certification types

Multi-channel Communication

Maximum and flexible inbound options with Phone, Chat or Email

Bullseye Routing Capabilities

Ensure the best presentation of your brand by connecting end clients to your Dedicated Help Desk team

Seamless Integration with Continuum RMM & NOC

For proactive and effective end-to-end problem resolution

Professional 24x7x365 Customer Services

Support around the clock service from Level 1 to Level 3

Over 70,000 end users supported worldwide

Verical support concentrations in Healthcare, Legal, Insurance, IT and Manufacturing

Help Desk Service & Support

- Coverage for Microsoft and Apple desktop operating systems
- Thin clients and virtual desktop infrastructure (VDI)
- E-mail 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
- Virus and malware infections

Help Desk Certifications

HDI	<ul style="list-style-type: none"> • Certified Support Center Manager • Certified Support Center Team Lead • Certified KCS V5 Foundation • Certified Technical Support Professional • Certified Team Supervisor Steel City Chapter
Apple	<ul style="list-style-type: none"> • Mac Integration 10.8 • Mac Integration 10.9 • Mac Integration 10.10
CompTIA	<ul style="list-style-type: none"> • A+ Certified IT Technician • Network + Certified • Security+ Certified
Microsoft	<ul style="list-style-type: none"> • Certified Microsoft Technology - Associate: Database Fundamentals • Certified Professional • Certified Solutions Associate Office 365 • Certified Solutions Associate Windows Server 2012 • Certified Solutions Expert Messaging • Office Specialist Office Outlook 2003 • Office Specialist Office Outlook 2007 • Office Specialist Office Outlook 2010 • Office Specialist Office Outlook 2013
Misc	<ul style="list-style-type: none"> • ITIL Foundation Certification IT Service Management • TestOut Certified Security Pro • CISCO CCENT • Six Sigma Green Belt

Gordon Flesch Company and Continuum: Partnering for 3 Years and Counting to Deliver Highly Reliable 24x7x365 IT Customer Support

"We're always looking at continuous improvement, and Continuum is a great team to work with because we're all striving for the same things."



Learn more about how Continuum Help Desk can accelerate your business

Contact a Solution Expert Today @ 1.866.223.7394