

IT SERVICE DESK

ProServeIT's Service Desk team provides your organization with the technical support that you need, when you need it.

Are you looking for ways to optimize your IT spend? Are your internal IT resources looking to grow? Our team can help you optimize your IT spending, increase the value of the work provided by your IT team, and improve end user experiences.

Our team of courteous and knowledgeable Service Desk experts, with 15+ years of experience, are there to assist you with all technology pillars (desktop, network, server & telephony). We'll answer your end user's questions and provide support when you need it most.

WHAT IS IT SERVICE DESK?

Don't have an internal IT team? We will be your IT team to provide you with the Service Desk support you need. Have an IT team but they need extra hands? We will work with your IT team to provide the assistance they require.

Sign up for Service Desk with ProServeIT, and you'll receive:

- Reactive support from our experienced team
- Hands on technical support, including operating system support, Office 365 support, network printer support, connectivity support
- End user assistance, including password resets and Outlook and voicemail account administration
- Support for mobile devices
- Quarterly reports on Service Desk usage, trends and all activities

SUPPORTED ITEMS

- Operating System Support
- Peripheral Support
- Connectivity Support,
- Network Printer Support
- Commercially Available Software
- Office 365 Support
- Password Resets
- Escalation Support
- Mobile Device Support
- Admin Tasks

BENEFITS



Resolve your on-site IT issues quickly and carefully



Enhance your end user experience



Get in-depth analysis of the issues you experienced, to avoid future incidents



Ensure your IT infrastructure operates at maximum efficiency



Improve productivity by saving time and money on IT-related tasks and issues



INTERESTED? CONTACT US TODAY!

PROSERVEIT
MAKING TECHNOLOGY TRANSPARENT

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