



MANAGED SERVICES: TIER 1 HELP DESK SUPPORT

We have significant experience implementing the following for our clients:

- Organized simple and efficient help desks.
- Implemented competent team and swift, measurable response times with service level agreements.
- Improved procedures to listen to our customers and improve procedures and response times.
- Aligned user account management with client's business strategies.
- Dedicated desktop and hardware support.
- Provided 24-7 support for office and network infrastructure.
- Provided support for application and system change requests.
- Detailed technical support (hardware and software), with focus in the areas of computer operations, user and various devices (PC, Tablet, Smartphone, BYOD), helpdesk, and data management.
- Responded, diagnosed and provided trouble-shooting for hardware and software problems.
- Set up, installed, and configured various types of computers, peripherals, and complex information technologies ensuring their smooth implementation.
- Provided world class customer support to our global partners as needed.
- Delivered SharePoint training to users and administrators.
- Provided end user support for SharePoint Help desk tickets

Contact us:

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