

tigunia Outsourced Help Desk Services

Technical Support Without the Internal Cost Burden

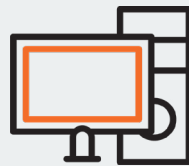
Help Desk services gives your organization the best of both worlds: access to expert technical assistance 24/7 without the costs or overhead of an on-site, in-house technical support team. Outsourcing your help desk needs frees up your existing technical resources to focus on the most important work in front of them. When an internal IT team is regularly being interrupted with calls and emails from other teams in your organization, they get distracted from more valuable tasks. It can even distract them from important security and maintenance tasks, making your organization more vulnerable.

When you remove that burden from your IT team, they focus on what's important and the rest of your organization gets a focused, dedicated agent to diagnose problems and recommend and implement solutions. Displacing support tasks also helps to ensure that your team gets the most timely and efficient solutions handed to them, as dedicated agents have the time and knowledge to spare in order to troubleshoot and problem-solve.

Get the Help You Need



Response team available via phone or email



System-wide and endpoint support



Superior service at a lower cost than in-house support

Lower cost, better efficiency, happier team.

An effective help desk is available around the clock and around the calendar to provide support for all of your technology needs. Whether you're launching a new help desk service or supplementing your IT team's existing help desk duties, an external help desk exists to provide crucial support for your organization at a moment's notice.

- ✔ Provide help desk support by phone, remote access, or site visits
- ✔ Administer system-wide anti-virus protection
- ✔ Verify data backups
- ✔ Manage wireless networking equipment
- ✔ Troubleshoot endpoint issues with end users directly
- ✔ Support a variety of communication and anti-virus applications
- ✔ Troubleshoot system or workstation errors
- ✔ Evaluate connectivity issues
- ✔ Set up endpoint equipment for new users and employees
- ✔ Consult with vendors and clients to integrate and update technology
- ✔ Give your IT team the focus they need
- ✔ Supplement your existing IT infrastructure

