tigunia Help Desk Services

First-Responders and Immediate Support

Help Desk Services from Tigunia provide user-based support, triage, and first-response for any technology issue impacting your organization. And with optional after-hours support, you're covered 24/7/365. The help desk is composed of skilled technicians and engineers equipped to diagnose common issues and execute solutions in an efficient and accurate manner.

For uncommon and complex issues, support can be escalated to appropriate other Tigunia resources, as needed. That means that all of your issues are handled by Tigunia. They're not farmed out to contractors and non-experts, rather they're handled in-house by trained experts with years of experience. When you connect with a member of the help desk, you will receive dependable and timely assistance from a robust and experienced team. With one price per supported device per month, you won't be surprised with unexpected bills or cost overruns.

Get the Help You Need

Accessible response team for any tech issue

Specialized team to provide timely resolutions

Minimize downtime and receive immediate support

More than a help desk: A reliable, premium technology parternship.

The Tigunia Help Desk is available year-round to provide support for all of your technology needs. Whether as a replacement for your internal IT, to supplement your IT team, or as a stand-in for lacking an internal IT team, the help desk exists to provide crucial support for your organization at a moment's notice.

- Administer system-wide anti-virus protection
- Verify data backups and business continuity systems
- Manage wireless networking equipment
- Monitor servers, LAN/WAN, and Wi-Fi to ensure full coverage
- Support for Microsoft, Adobe Professional Suite, Google G-Suite, various backup and anti-virus applications
- Provide help desk support by phone, remote access, or site visits
- Troubleshoot system or workstation errors

- Evaluate connectivity issues to internal and external resources
- Set up endpoint equipment for new users, employees, and other stakeholders
- Consult with vendors and clients to integrate and update your organization's technology and infrastructure
- Complete compliance documentation per relevant legal regulatory, and/or industry requirements
- Manage email security with auditing rules, encryption, spam and content filtering, achiving, and more
- Troubleshoot File Sync & Share issues

To get the most of of your Help Desk, ask about Tigunia's Business Technology Advisor services.