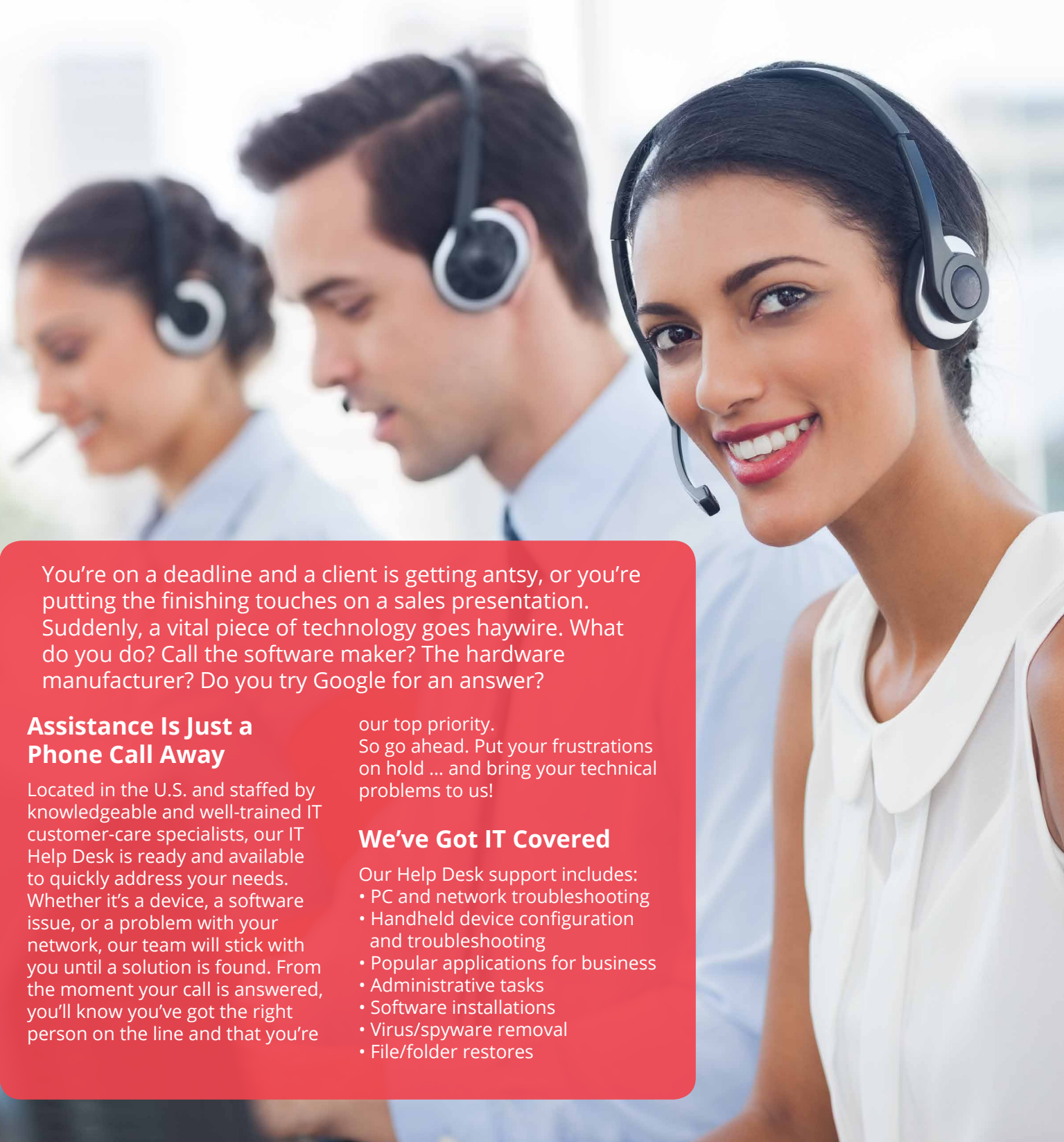




Let Our Help Desk  
Experts Handle Your  
Technology Questions.  
A **simple** Way to Manage IT.



You're on a deadline and a client is getting antsy, or you're putting the finishing touches on a sales presentation. Suddenly, a vital piece of technology goes haywire. What do you do? Call the software maker? The hardware manufacturer? Do you try Google for an answer?

### **Assistance Is Just a Phone Call Away**

Located in the U.S. and staffed by knowledgeable and well-trained IT customer-care specialists, our IT Help Desk is ready and available to quickly address your needs. Whether it's a device, a software issue, or a problem with your network, our team will stick with you until a solution is found. From the moment your call is answered, you'll know you've got the right person on the line and that you're

our top priority. So go ahead. Put your frustrations on hold ... and bring your technical problems to us!

### **We've Got IT Covered**

- Our Help Desk support includes:
- PC and network troubleshooting
  - Handheld device configuration and troubleshooting
  - Popular applications for business
  - Administrative tasks
  - Software installations
  - Virus/spyware removal
  - File/folder restores

# Protect Your Technology Investment

A **simple** Way to Manage IT.

When you call our IT Help Desk, we don't just ask you how we can help; we get right down to business with:



## Live Support, 24/7

Work late? Work early? Work weekends? It doesn't matter. Anytime you run into a problem with your technical equipment, you can give our team a call.



## More Experience for Swifter Issue Resolution

Our Help Desk is staffed by seasoned technicians with a minimum of two-years' experience resolving application, desktop and network-level issues. When you call, you can count on receiving reliable top-tier support.



## Microsoft Office Expertise

All Help Desk technicians are certified Microsoft Office professionals and fully qualified to deliver expert support for Word, Excel, PowerPoint and Outlook.



## Customer Recognition

Each time one of your users calls the Help Desk, our technician automatically sees your unique customer profile so we can move more quickly to correct your problems.

## We Know Apps

### Our Help Desk supports popular applications for:

- Desktop Publishing
- Graphics
- Office Productivity Suites
- Browsers
- Email
- Anti-Virus
- Word Processing
- Database
- Domains
- PC and Network
- Desktop Operating Systems
- Wireless Devices

Everyone wants fast, expert answers when unexpected problems come up. We're ready, able and eager to give you the technical assistance you need.

## Remedies for Little Things that Wreck Productivity

**Not every issue is a major catastrophe ...until it keeps you from doing your job. We're more than happy to help you with administrative IT functions like:**

- Resetting passwords
- Unlocking accounts
- Creating user accounts and groups
- Setting file and folder permissions
- No problem is too small to worry about when it's yours

## Your Full-Service IT Provider

Our managed IT services cover a full spectrum of technology solutions, including remote monitoring and management of your networks, 24/7 help desk support for users, and business continuity solutions to ensure your company is prepared for any possible disruption.