



I.T. YOU CAN COUNT ON

SERVICE BRIEF

24 x 7 x 365 Remote Help Desk Support

Improve efficiency when everyone in your office has complete access to technical support whenever they need it.

Give your staff the power of support

Let no support question go unanswered! Give your staff access to the very best in technical support for a concise flat rate.



We've seen it all before: A user is suffering from a relatively simple yet annoying issue on their workstation, but in order to get support for it they need to get permission from

their supervisor who needs to go to their supervisor who needs to check with the CFO. A quick phone call would resolve the issue and improve the user's productivity but it all gets halted by red tape in order to prevent a surprise technical support bill.

Provide all-you-can-eat 24 x 7 Help Desk Support for your staff

With the NDYNAMICS 24 x 7 Remote Help Desk Support, you get unlimited flat-rate day and night technical support

When your staff can get the support they need without worrying about racking up a hefty bill, I.T. issues get resolved much quicker and everybody can get back to work faster. No I.T. question is too small for the NDYNAMICS Help Desk.

You and your staff will be given a special support number to call 24-hours a day for remote support for issues and questions. Because most issues can be solved remotely, we can keep our costs down by eliminating travel expenses. Of course, we have agreements available for on-site work as well.

Expert, Wide-Ranged Technical Support

Get the support you need for the applications that run your world.

With the NDYNAMICS 24 x 7 Help Desk, getting help and answers for common productivity applications like Microsoft Word, Outlook, and Excel is just a phone call away. Troubleshooting problems, updating software, adding network users, changing passwords, fixing printer problems, and even configuring smart-phones is all included.

Our Help Desk consists of experienced technicians with a wide-range of technical knowledge and expertise and who are dedicated to solving your support issues quickly in order to keep you and your employees up and running with minimal downtime. If an issue requires escalation or an on-site visit, the help desk will make sure it is escalated to the right person.

"No IT question is too big (or small) for the NDYNAMICS Help Desk"

Features

- 24 x 7 Phone and Remote Support for your staff
- On-Site Support when needed (additional fees may apply depending on your agreement)
- Workstation and Peripheral Hardware Troubleshooting
- Active Directory Administration
- Flat-Rate I.T. that is easy to budget

Benefits

- Issues are resolved faster when end-users can contact support without the fear of charging the company money.
- Experienced Help Desk can answer questions for common productivity suites, such as Microsoft Office
- Troubleshooting and Maintenance is done remotely to save you money
- A single, low-cost flat-rate per-user plan that won't change depending on how much you take advantage of it.
- Give your employees the freedom to get their problems resolved and their questions answered so they can get more done!

I.T. You Can Count On! Call Us TODAY!

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