

# Help Desk Services



At TeamLogic IT, we know that some of our business customers may require access to technical support 24 hours a day, 7 days a week, 365 days a year. The nature of your business demands it and we're ready to assist with our 24/7 help desk services.

With our help desk services you get a single point of contact for all your computer hardware and software questions and troubleshooting needs. Our professional, North American-based support team is friendly, courteous and dedicated to your needs. Your technology issues are often diagnosed and remedied immediately and remotely.

Along with the knowledge and skills needed to keep your IT systems running smoothly at all times, our experts have access to an extensive symptom database which leads to a faster resolution. This means you'll have shorter periods of downtime and less of a chance that the problem will reoccur.

TeamLogic IT is committed to quality help desk services that start from the moment we answer your call to resolution of your problem.

Move forward with **The Color of Confidence**®

## HELP DESK SERVICES

TeamLogic IT's help desk services include:

- *24/7/365 coverage*
- *Support by skilled technicians*
- *Toll-free phone lines*
- *Escalation procedures*
- *Call tracking through to resolution*
- *Workstation hardware support*
- *Operating system support*
- *Core application software support*
- *Email client support*
- *Microsoft Office Standard Suite support*
- *Call activity reporting*

**Protect your business today. Call TeamLogic IT.**

**TeamLogicIT.com**