



COMMERCE

COMMUNICATION

CONTINUITY

**E=MC<sup>4</sup>**

**You didn't get into business to spend time dealing with the systems that help you run it, did you?**

**ASAP HelpDesk™** delivers bundled offerings across features in **ASAP Recover™**, **ASAP Protect™**, along with the added protection of helpdesk services, all working in concert to protect your organization 24x7x365.

With blended maintenance, update, monitoring, remediation, backup and disaster recovery services, **ASAP HelpDesk™** allows your organization or IT staff to focus on strategic needs, freeing you from commodity IT management activities entirely should you choose.

**ASAP HelpDesk™** protects your organization by managing the most routine but critical information technology operations. Deployment takes a matter of minutes per system, delivering an organization wide portal for you or your IT staff to view critical events while optionally delivering 'virtual staff' on demand to answer user requests, manage off-hours processes and proactively respond to maintenance needs before they become costly situations.



FEATURES			
	Standard	Enhanced	Premium
Unlimited Remote Support-Tier 1	✓	✓	✓
Average 3+ years End-user Support/Experience	✓	✓	✓
Discounted On-site Support	✓	✓	✓
Mon-Fri 8am - 10pm Phone & Email Support	✓	✓	✓
Desktop Application Support (Microsoft, Adobe, etc)	✓	✓	✓
Desktop Peripheral Support	✓	✓	✓
Remote Access (For Designated Users)	✓	✓	✓
Optional 24x7x365 Available		✓	✓
Network Support		✓	✓
Server Support		✓	✓
Password Resets		✓	✓

**Expert help a phone call away**

Our Network Operations Center operates 24x7x365, offering technical help across a range of workstation, server and information technology related issues. Whether your users are having trouble printing documents, or you would like assistance troubleshooting or performing server maintenance routines off hours, our highly trained call staff will walk users through the problems remotely, seamlessly escalating to your local resources as required. Our trained **ASAP HelpDesk™** staff has an average of over 5 years supporting IT managers and their end users. All technicians maintain their technical certificates and deliver friendly proactive customer service every time.

**THE BENEFITS OF UPGRADING**

With upgrades to our enhanced or premium level packages not only do you get higher service levels, but also more comprehensive control to use wherever you have needs. Bundled offerings can include services to help your organization develop manage, maintain or deploy its next application, giving you technical assistance tailored to meet your specific needs.

**Contact us today!**



Partner

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