MSP HelpDesk
SOS One Pager

Don't let technical issues disrupt your business operations and cause productivity losses.

SUPPORT OPTIONS:
Business Hours (8am – 5 pm)
After Hours (5pm - 8am) **(fees may apply)

Chat Support
(Real-Time)

Phone Support
(1 Hour Response)

Emailed Support
(24-48 Hours Response)

AT A GLANCE

Topics addressed in this document refer to the additional information found in the links below:

- *Video Intro*
- *MSP Overview*
- *MSP HelpDesk Scope of Services Details*
- *Additional Info*

Exclusions and associated charges may incur additional costs and escalations, such as:
- *Hardware repairs or replacements*
- *beyond basic troubleshooting*
- *Desktop Project Requests*
- *Network configurations*
- *Hardware Related (new/Repair)*
- *ISP Outages*
- *Client Training*
- *On-site visits*
- *Server or back office-related issues affecting multiple users*

ELEVATE YOUR SUPPORT EXPERIANCE! ⌄

Discover our top-tier Help Desk Services designed exclusively for your business.
Offering Both Tier 1 & and Tier 2 Support: Ensuring a seamless experience from basic troubleshooting to more advanced issues.
Dedicated Assistance for Your End Users: Empower them with instant access to expert solutions, anytime they need.
Enhance User Satisfaction and Productivity: Deliver timely and efficient support. Join us in setting the gold standard in client support.

SERVICE OFFER SUMMARY ⌄

The Global Help Desk work can include but is not limited to, service requests for User create | update | delete activity | PC setup | Office 365 account maintenance. Below is a summary of what is included, the limits and the levels of escalation

Administrative Tasks User create, update, delete
Mailbox and distribution list creation
Microsoft Outlook profile set-ups.
Password resets and unlocking of domain accounts
File and folder permission changes

Performance & Preventative Reports
Hardware & Software Audits
Antivirus Management
Windows, Mac & mobile support
Patch Whitelisting / Admin Scripting (Automatic Fixes)

Real-Time Requests
Handled immediately by Help Desk technicians until resolved unless partner escalation is required.
Telephonic, chat and email answering
End User Help Desk / ConnectWise Remote Control,

Desktop Performance Monitoring
Policy Management (Computer & Patches)
Virus & Malware Removal
Software Installations (See SOS)

Microsoft and Apple desktop operating systems
Microsoft Office and leading third-party applications
E-mail applications and Web browsers

Tier 4 Escalations
Missing/inaccurate site information delays resolution.
These are escalated to our specialized documentation team.

Microsoft CERTIFIED Trainer | Microsoft CERTIFIED IT Professional | Microsoft CERTIFIED Technology Specialist | ITIL V3 Certified | Microsoft Partner