

Support365™

Help Desk Services

*Remote Support -
whenever or wherever
you need it*

Our remote Help Desk provides an efficient way to provide immediate support to our customers. It's convenient and fast. We've found that the vast majority of our customer's technical problems can be resolved over the phone or with an online chat.

Over the years, we've continually refined our Help Desk, as well as our proprietary Help Desk Management Systems that makes this solution so powerful.

**Today, we offer customers our
Help Desk services in 3 distinct ways:**

24x7 Support365™ Help Desk

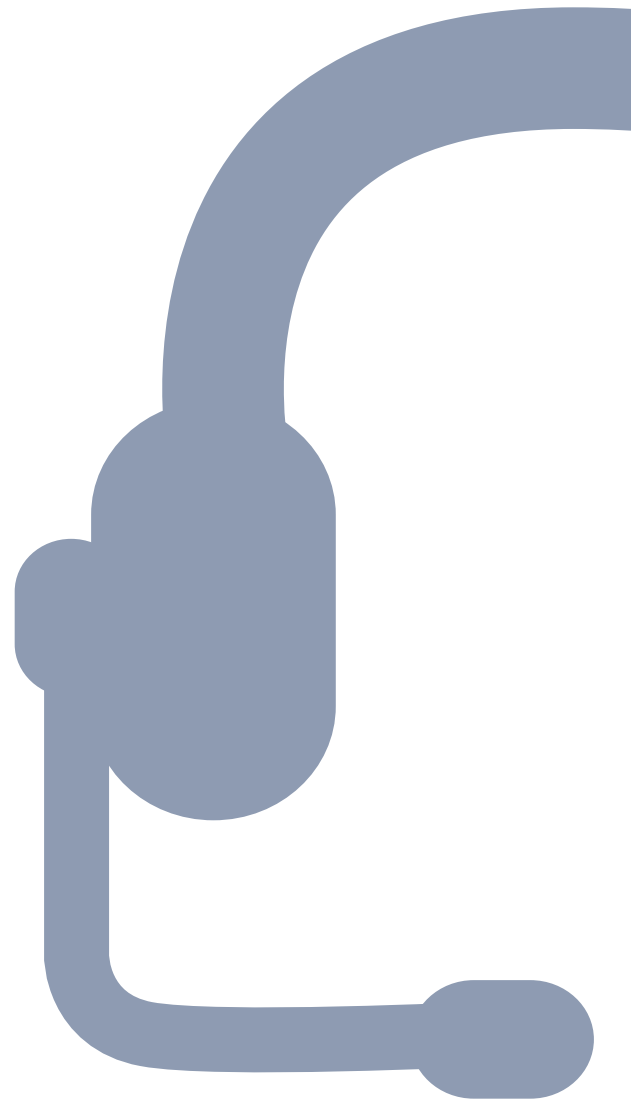
Unlimited 24x7 live Help Desk support is available as part of our Support365™ service plans. Our Help Desk is staffed around the clock with certified technical network consultants available to provide immediate assistance.

Outsourced Help Desk

We know how to run a busy help desk. And we're confident that we can run yours. Dataprise can provide a full or part-time outsourced help desk, application support center or service desk for your own employees or customers.

Private Labeled Help Desk

Whether your customers need technical, product or application support, the Dataprise Help Desk can be branded and tailored to meet your specific requirements.



Support365™

Managed Services Plans

Dataprise Help Desk features include:

- 24x7 real-time device monitoring and resolution
- Knowledgeable, certified, US-based in-house staff (multi-lingual support available)
- Online live support featuring DesktopStreaming™ technology
- Instant support chat capabilities
- Team leader and project manager provided
- Multi-technology support
- Complete trouble ticket tracking and reporting solution
- Web-based incident reporting and status tools for end users
- Tiered service levels and custom response requirements available
- Optional shared operational control with your in-house help desk team
- On-site escalation support available
- Automatic e-mail updates to your staff with embedded satisfaction surveys



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Help-Desk Services



On-site Services

Dataprise assigns every Support365™ customer a team of highly experienced, certified technical consultants and account management specialists



Help Desk Services

*Unlimited access to a 24x7 live Help Desk staffed around the clock with certified technical network consultants available to provide you with immediate assistance



Cloud Services

All of our Support365™ plans feature a wide range of Cloud-based tools and services to help support your cloud, your office - or both



Consulting Services

Experienced IT professionals providing you with strategic planning and consulting, advising you on how to best leverage your IT assets

* Please contact a member of our IT consulting team for further details on our Unlimited Help Desk Option.

**Need a Help Desk?
Contact Dataprise
today to find a solution
for your business**

