



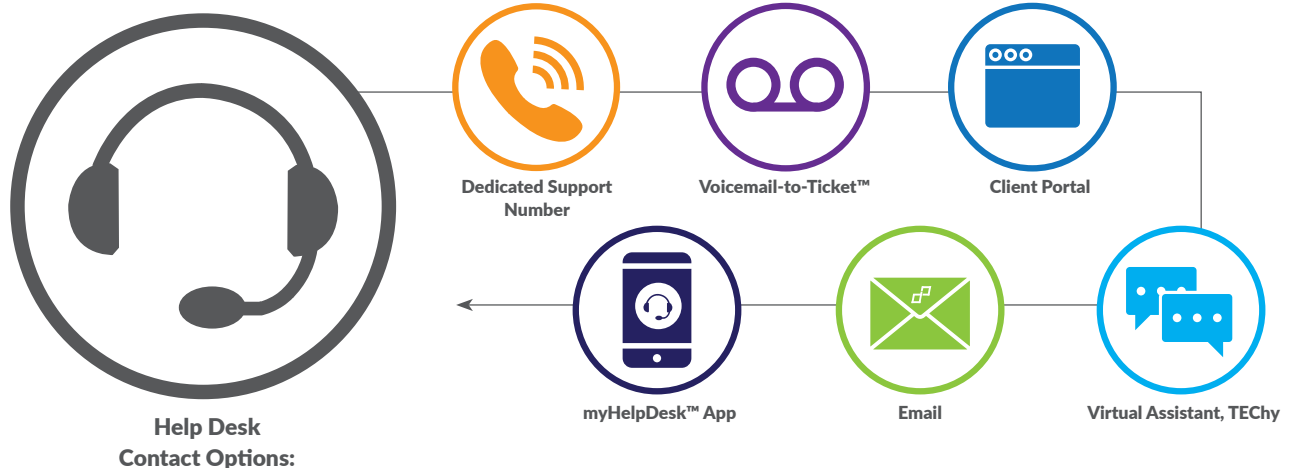
A support experience your users will love.

All components of the myHelpDesk™ experience below are included in our help desk service offerings. With myHelpDesk™, we support you through:

- 24x7x365 Support with Multi-Channel Access
- A Dedicated Team of Certified Engineers
- Financially Backed Service Level Agreements
- Customization and Integration Capabilities

Choose how you want to contact us.

A successful help desk is not just about resolving issues quickly. It's about creating a best-in-class service experience for our customers that fits their unique business needs. With myHelpDesk™, we support you the way you want to be supported.



Reach your dedicated team directly with your personalized help desk call-in number or skip any potential wait with our callback request or Voicemail-to-Ticket™ options.



Submit your IT issues via voicemail and we'll automatically create an incident and call you back, keeping your place in line the entire time without needing to wait on hold.



The client portal allows you to submit tickets online and gives complete access to your account information, all in one location.



TEChy is Dataprise's revolutionary and proprietary IT support assistant. Available via website and mobile, you can report your IT incidents to TEChy and receive rapid access to our support engineers.



Submit your issues via email and we will automatically identify who you are and create a ticket without you ever needing to call us first. Your dedicated team will reach out to resolve your issue without ever needing to be on hold.



The myHelpDesk™ app provides you with direct, on-the-go access to our 24x7 help and support desk. The app enables our IT staff to work around your schedule and resolve your technical issues quickly.

Find the perfect service level fit.

We are so confident in our help desk performance, we offer financially backed Service Level Agreements (SLA) to prove it. With myHelpDesk™, we offer two distinct service levels to meet your needs: **Priority and Priority Plus.**

These SLAs are based on our responsiveness and ability to guarantee you are always receiving effective, efficient, and best-in-class support. If you are looking for unique SLAs to fit your organizational needs, we also offer custom service levels.



Resolve issues with our 24x7 team of experts.

When picking an IT partner, your business needs someone you can trust. That's why we hold some of the highest certifications in the industry so you can rest easy knowing you are working with information technology leaders. To learn more about our certifications.

Our industry certifications include, but are not limited to:

- ITIL® Foundation
- CompTIA: A+, Network +
- Help Desk Institute (HDI) Support Center Manager
- Microsoft Certified IT Professionals (MCITP)
- Microsoft Certified Systems Administrators (MCSA)
- Microsoft Certified Desktop Support Technicians (MCDST)

Customize to your needs.

myHelpDesk™ support services are designed to be flexible. We can work with you to customize a help desk support option that best fits the need of your business.

We support a wide variety of technologies and are capable of all levels of service, from Tier 0 to Tier 3. Managed services are also available with help desk support through **Support365®**. Looking for a seamless support experience for your own customers? We offer white-labeled options that integrate with our 24x7 Technical Engineering Center and help desk solutions.



Integrate myHelpDesk™ with:

Contact us at **888-519-8111** to start your myHelpDesk Experience today.