pulse
Technology Solutions

SERVICE BRIEF

Desktop & User Care

Proactive maintenance and security updates for your workstations, with remote and on-site IT support for your staff.

All-You-Can-Eat Help Desk Support
End-users are human. Shouldn't their IT support be human, too?

Your end-users' time is best spent working for your organization, not managing IT issues. We make it simple by offering fast and reliable support for your users, as well as proactive desktop remote management and maintenance for your workstations.

The Pulse Technology Solutions Desktop Platform
Remote monitoring, maintenance and reporting, with cost-effective support.

Pulse Technology Solutions Proactive Managed Desktop Care provides comprehensive preventative maintenance services remotely. This solution consists of: a desktop/laptop agent within the Pulse Technology Solutions technology platform with all of the intelligence built in to conduct day-to-day preventive maintenance services, a bundled managed antivirus package, and remote access technologies. Empower your staff by giving them direct access to Pulse Technology Solutions unlimited phone and remote support. Our flat rate resolves the issue of having to wait for approval to increase IT support costs. With desktop and user care, we generate

detailed inventory reports and configurations related to all of the preventive maintenance activities conducted through the Pulse Technology Solutions Network Operations Center (NOC). We track serial numbers, license expirations, warranties, vendor information, detailed service responses, and much more. The platform comes with a built-in scripting engine and can also be used to deploy software applications remotely and automatically.

"No IT question is too small for Pulse Technology Solutions Help Desk."

With Pulse Technology Solutions Desktop and User Care, your end-users can create service tickets without having to worry about costing your company extra money. End-users can even call the Pulse Technology Solutions help desk with questions about a standard desktop application. The Pulse Technology Solutions help desk is staffed with experienced Level 2 Engineers with 2 to 6 years of desktop and server support experience. For no extra charge, we offer comprehensive phone support for after-hours and weekends.

Unlimited On-Site Support
Unlimited on-site support is exactly what it sounds like; when an issue cannot be resolved remotely, a technician will arrive on-site with the tools and resources to resolve the issue at hand. For example, hardware issues and problems pertaining to your network or the Internet would require a more personal touch. This ensures that we only go on-site when it is necessary, minimizing your expenses.

Features

- Phone and Remote Support
- On-Site Support When Needed (additional fees may apply)
- Workstation Maintenance and Security Updates
- Security Update Whitelisting
- Flat-Rate IT for Easy Budgeting

Benefits

- Issues are resolved faster when end-users can contact support without accruing support fees.
- Experienced help desk personnel can answer questions for common productivity suites, such as Microsoft Office.
- Maintenance is performed remotely to save your business money.
- Managed antivirus and malware protection from common threats.
- Windows Updates and security fixes are tested and whitelisted before being deployed.
- Your employees can resolve issues quickly and efficiently, so they can accomplish more in their workday.

Get Proactive! Call Us TODAY!