

**SERVICE BRIEF**

# 24x7 Remote Help Desk Support

Complete technical support as it's needed for your entire office.

## Give Your Staff the Power of Support

*Let no support question go unanswered. Give your staff access to the very best in technical support for a concise flat rate.*



We've seen and heard about all manners of IT-support nightmares. Even everyday workstation issues are enough to halt the productivity of the average employee. When

these employees have to get permission from higher-ups to contact tech support, it wastes even more precious time that could be better spent if the end-user didn't have to jump through hoops to resolve their technology issue. Often times, a quick phone call should be enough to resolve an everyday operations hold-up; but this one phone call is put on hold due to the fear of a surprise tech support bill.

## All-You-Can-Eat 24x7 Help Desk Support

*Unlimited flat-rate support for small and medium-sized businesses.*

When your staff can get the support they need without worrying about racking up a hefty bill, IT issues get resolved much quicker and everybody can get back to work faster. No IT question is too small for Pulse Technology Solutions Help Desk.

You and your staff will be given a special support line that you can call 24 hours a day, seven days a week. Most issues can be resolved remotely, so our Help Desk support can greatly assist you with getting back up to speed. This minimizes travel expenses for both parties, but if you absolutely need on-site support, we'd be happy to discuss our other available agreements.

## Expert, Wide-Ranged Technical Support

*Get the support you need for the applications that run your world.*

With our 24x7 Help Desk, getting assistance for common productivity applications like Microsoft Word, Outlook and Excel is just a phone call away. Troubleshooting and resolving of common issues is easier than ever before. Our support staff can assist you with both hardware and software issues alike.

Our Help Desk consists of experienced level 2 or higher technicians with a wide range of technical knowledge and expertise. They're dedicated to solving your support issues quickly in order to keep you and your employees up and running with minimal downtime.

If your issues cannot be resolved remotely, we can work out an on-site visitation or escalate your requests as per your service level agreement.

**“No IT question is too big (or small) for the Pulse Technology Solutions Help Desk.”**

### Features

- 24x7 Phone and Remote Support
- 24x7 On-Site Support Per Your Service Agreement
- Workstation and Peripheral Hardware Troubleshooting
- Active Directory Administration
- Flat-Rate IT Expense

### Benefits

- Issues are resolved faster when end-users can contact support without the fear of charging the company money; whenever and for as long as they need to.
- Experienced Help Desk can answer questions for common productivity suites, such as Microsoft Office.
- Troubleshooting and maintenance is done remotely to save you money.
- A single, flat-rate plan based on the number of users.
- Give your employees the freedom to get their problems resolved as quickly as possible, so they can get back to work and get more done.

**Get Proactive! Call Us TODAY!**

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