SERVICE BRIEF

Desktop & User Care

Proactive Maintenance and Security Updates for your Workstations, Remote and On-Site IT Support for your Staff

All-You-Can-Eat Helpdesk 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 24x7x365 support for your users, as well as Proactive Desktop Remote Management and Maintenance for your workstations.

The Technolink of the Rockies' Desktop Platform

Remote monitoring, maintenance, reporting, and cost-effective support.

Technolink of the Rockies' Proactive Managed Desktop Care provides comprehensive preventative maintenance services remotely. This solution is comprised of: a desktop/laptop agent within the Technolink's technology platform with all of the intelligence built-in to conduct day to day preventive maintenance services and remote access. Empower your staff by giving them direct access to Technolink of the Rockies' unlimited phone and remote support. Our Flat-Rate resolves the issue of having to wait for approval to increase IT support costs.

With Desktop & User Care, we generate detailed inventory reports and configurations related to all the preventive maintenance activities conducted through the Technolink of the Rockies' Network Operations Center (NOC). We track serial numbers, license expirations, warranties, vendor information, detailed service responses and much more.

"No IT question is too small for the Technolink of the Rockies' Help Desk"

With Technolink's Desktop & 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 Technolink of the Rockies' Helpdesk with questions about a standard desktop applications.

FEATURES

- 24x7x365 Phone and Remote Support for your staff

- 24x7 On-Site Support when needed (additional fees may apply)

- Workstation Maintenance

- Security Update Whitelisting

- Flat-Rate IT that is easy to budget

BENEFITS

- Issues are resolved faster when end-users can contact support without the fear of charging the company money.

- Experienced Help Desk can answer questions for common productivity suites, such as Microsoft Office

- Troubleshooting and Maintenance is done remotely to save you money

- Give your employees the freedom to get their problems resolved and their questions answered so they can get more done!

- Your end-users don't need to worry about racking up bills when they need support

Get Proactive! Call Us TODAY!