

HELP DESK

The Computer Guys (TCG) Help Desk Services provide on-demand access to technical experts for all your user questions without the high cost and complexity of building your own internal help desk. We save you money, reduce downtime, improve computer usage, and increase response time, all with a predictable monthly fee. With TCG's Help Desk solution you receive:

- **Access to Experts.** Our expert resources are available to answer your questions or troubleshoot problems. The Help Desk Technician who receives your call stays with the issue until it is resolved, providing quick, reliable end-to-end support.
- **Fast, Efficient Response.** Many problems can be resolved via a simple phone conversation. When more extensive help is required, TCG's Help Desk can access the end-user's system to diagnose and resolve problems quickly and efficiently.
- **Activity Reports.** By logging all the calls we receive from your organization, we are able to determine if there are trends in the types of calls coming in. This allows us to proactively notify you of specific areas, such as training or system usage, that your organization may need to address. We can also provide you with an activity report so you can analyze the calls we have received, who they came from, and how they were resolved.

The Support You Need

Every company is unique. Some require access to support technicians 24 hours a day, 7 days a week. For others, business day support takes care of all their needs. TCG takes the time to ask the right questions so we make the right recommendations, all for a fixed monthly fee. You benefit by having the right level of assistance and management for your budget and your business while freeing up internal resources to focus on other strategic business initiatives.

Our in-house professionals are knowledgeable and experienced and stay up-to-date on the latest technology and security threats. Our years of experience provide us with the ability to quickly learn and understand your business, so we can offer customized IT solutions and the right support for your unique situation.

The Computer Guys offers three levels of support to meet all your business needs.

Premium

- On-demand access to experts
- Remote Resolution
- Activity Reporting
- PC Monitoring
- PC Management
- Automated Processes
- Proactive System Reporting

Plus

- On-demand access to experts
- Remote Resolution
- Activity Reporting
- Monitoring Agent

Standard

- On-demand access to experts
- Remote Resolution

TCG Help Desk Technicians are available to assist with issues pertaining to:

- **Functionality of Desktop Operating Systems currently supported by Microsoft.**
- **How to's and "fixes" of Microsoft Office Word, Excel and Outlook applications.**
- **First call support for inability to connect to VPN or network resources.**
- **Assistance identifying spyware and viruses that affect your user's productivity and system performance.**
- **Determination of hardware failures and upgrade options.**

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Leveraging Technology, Lowering Risk