

Business Cloud HelpDesk

24/7/365 technical support services to meet your remote workforce needs.

To ensure a company is operating as efficiently as possible, it is critical that the employees and the technology they rely on to be productive are implemented and supported properly. Unfortunately, the majority of SMBs don't have the IT support to accomplish this.

Recent events have dramatically increased the number of employees working remotely. This shift has introduced a new set of help desk challenges as well as additional strain on internal IT assets.

Business Cloud HelpDesk from AppSmart provides a 24/7 live support solution to meet all of your technical support needs.

FEATURES

Remote Workforce - Your employees need a different level of support when working remote. In addition to questions related to their everyday software such as Google G Suite and Office 365, they may have issues with laptops, connectivity or printers. Our support engineers can provide comprehensive support for all of these tools.

Bandwidth Optimization - Strong internet access is critical to the success of remote workers. We can help maximize performance of routers and modems to ensure you're getting the most out of your home or office connections.

Security - Remote workers bring new challenges from a security perspective, constantly accessing company servers and data from potentially unsecured networks. Our engineers can help secure laptops and devices to reduce the risk of ransomware and malware attacks.

BENEFITS

Reduce Costs - Our low, monthly pricing model keeps your support costs predictable and for most SMBs, provides a significant savings versus hiring in-house support.

Always Available - With 24/7 live support, you don't need to worry about dead times or managing on-call rotations. Your team will have the support they need when they need it.

Comprehensive Solution - We provide complete support to office-based and remote teams. By covering software, hardware and internet access related issues, we'll ensure the risk of downtime is minimal.

Proven Results - With thousands of SMB customers and best in-class process, our services consistently receive top marks for both quality and response times.

BEST IN CLASS HELPDESK SOLUTION



PRICING

	List price	Promotional Price
Business Cloud HelpDesk	\$25 - user/month	\$14.95 - user/month*

* Pricing based on a 12 month commitment.