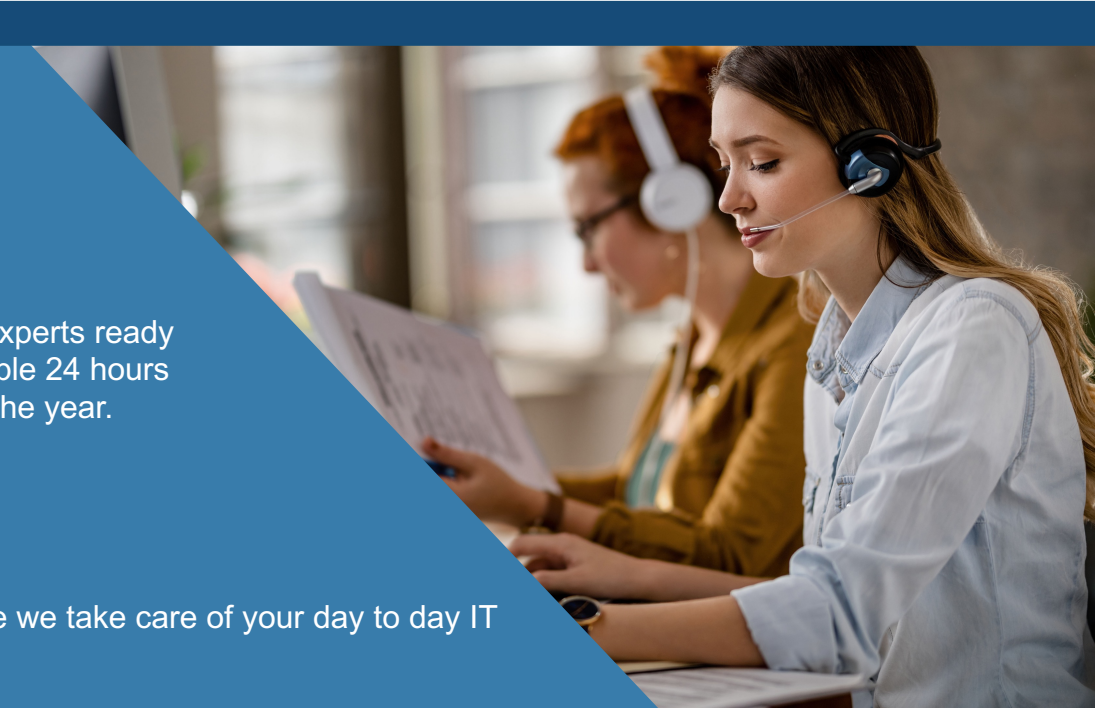


Managed Help Desk

Access our network of technical experts ready to solve your IT challenges available 24 hours a day, 7 days a week throughout the year.

- Resolve staffing shortages
- Ensure employee productivity
- Focus on larger initiatives while we take care of your day to day IT



Managed Help Desk Features

- ✓ Access to IP Pathways' network of experts to provide remote IT systems support and end-user services as directed by your team.
- ✓ Our ticketing system provides you with a way to track reported issues and follow them through to completion.
- ✓ Managed Help Desk includes:
 - Remote monitoring of desktops and laptops using a software agent provided by IP Pathways
 - Patch management of desktops and laptops
 - Troubleshooting of end-user hardware, end-user operating systems, and client-side business applications
 - Management of end-user anti-virus and anti-malware software
 - Management of client device backups as specified
 - Active Directory end-user password resets
 - General technical assistance to end-users as related to these services
 - Ability to dispatch on site support
 - Response time as fast as 30 minutes for a high priority event



Leverage Our Network of Tech Experts
24x7x365



Grow Faster Without Having to Worry About IT



Stabilize Staff Churn with a Partner that Knows Your Systems Inside & Out



Feel Confident in Your Technology with a Long-Term Strategy