



We'll support your IT operations 24/7/365 in multiple languages

Support IT provides 24/7/365 technical support to ensure your operations run smoothly. We'll take care of everything from specific technical issues with an app to system-wide outages. Support IT can complement your in-house IT team or manage the service desk operations in your organization. We operate in multiple languages, making Support IT an effective solution for businesses with global branches.

WHY IT MATTERS

Every organization needs day-to-day technical support, but building an in-house IT team can be expensive. We can streamline your tech support to lower costs and increase efficiency. By offloading your IT support, you can free up internal resources so you can focus on what you do best.

HOW IT WORKS

Our managed help desk service integrates seamlessly into any business environment. We provide complete IT support – from a help desk to handle individual issues, to our service desk that prioritizes technical issues through a ticket management system.

Our Support IT help desk is SOC 2 Type I compliant – meaning that the controls, procedures and personnel involved in our service desk adhere to industry best practices.

YOUR ENVIRONMENT



HOW TO CONTACT



HELP DESK TEAM



WHAT TO EXPECT

Tier 1: Front-line support. Handles service tickets, prioritizes tech issues, assigns appropriate resources and dispatches onsite technicians as needed.

Tier 2: Escalation team. Serves as an escalation point for all customer concerns, technical reviews and planning issues.

Tier 3: Escalation with senior team. Investigates and solves more complex service issues. Additionally, Tier 3 will be assigned to your organization if there is a potential change to your IT environment.

Web portal. Our web dashboard is a transparent log of our work. It assists in problem resolution times by keeping our team focused on their responsibilities and resolution target times.

Contact. Call, email, or online chat are the key contact methods for our help desk team.

FEATURES OF SUPPORT IT

MULTILINGUAL SUPPORT	24/7/365 support in English, French, Portuguese and Spanish.
ONSITE & REMOTE HANDS-ON ASSISTANCE	Remote technical assistance for all inquiries, plus global dispatch service to resolve issues on-site.
FLAT FEE USER PRICING	Pricing structure is based on a fixed monthly rate per user with unlimited support from our help desk team.
BASIC FEATURES	<ul style="list-style-type: none">• 24/7/365 Hardware and Software support• Apple, Linux and Windows support• Desktop and laptop support• Flexible application support• Full ticket management
EXECUTIVE SUPPORT: ADVANTAGE BLUE ADD ON	<p>White glove support option that includes a dedicated phone and chat team.</p> <p>Personalized support. Provided by a team of experienced professionals dedicated to the Advantage Blue program.</p> <p>Call from anywhere. Full service at your convenience 24/7/365 – whether you're at work, at home or on vacation.</p> <p>Immediate answers. Your calls are bumped to the front of the queue to ensure you get immediate support.</p> <p>Personal devices. Support for all of your personal and business devices and peripherals such as home printers.</p>

To learn more about Support IT, contact us at:
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