

24x7 IT Help Desk Services

A professional IT services team quickly solving your problems

Synoptek's Helpdesk Service is a scalable solution for resolving incidents, involving devices and hardware that your employees rely on to do their job. By leveraging Synoptek's 24x7 Help Desk services, you avoid spending time and resources on training, expensive trouble ticket systems, and support costs for PCs, MACs, mobile, email, VoIP, networks, servers, and Office Suite application support. Our goal is to help your team leverage technology to be more productive.

Why Synoptek's 24x7 IT Help Desk?

First, instead of keeping up with the latest technologies (training budget) or hiring new IT staff skilled in a particular area (which may be hard to find), Synoptek can provide you with 24x7 access to IT professionals for each of the skillsets you require. Second, we provide a very predictable cost structure and a set user price, that includes unlimited calls for support and "how to questions" for Microsoft applications. Finally, you get a single point of contact for all IT issues and a built-in IT strategy element which ensures you are getting the most out of your IT dollars.

With Synoptek, Your IT Department is Available 24x7x365

Our approach is different and focuses on your employee's productivity. Our clients are accustomed to our industry-leading Service Level Agreement (SLA) giving them near immediate responses to even minor issues.

Our Help Desk teams are organized by customer, so they become familiar with your systems and your people. Incidents are resolved by trained IT professionals who use advanced processes and systems to resolve your issues quickly. We've got you covered.

24X7 IT Help Desk Features

- 24x7 Help Desk Services via Phone, Email or Web
- Single Point of Contact for all IT issues
- Anywhere Remote Support
- Feature, Functionality and How-to Support for Microsoft Applications
- Level II Engineers on the Front Lines
- Help and Support Bell (EU Access)
- Service Order Form (wSOF)
- SaaS Support Tracking, Reporting, and Call Routing
- 3rd Party Customer Satisfaction Measurement
- IT and Executive Dashboard (online Portal)
- Remote Control (CBRC) Access
- Automated Reporting (Weekly, Monthly, and Quarterly)
- Best Effort Support
- Access to Senior Level Talent
- Focus on Running Your Business

About Synoptek

Synoptek is a Global Systems Integrator and Managed IT Services Provider offering Comprehensive IT Management and Consultancy Services to organizations worldwide. Our focus is to provide maximum “business value” to our clients enabling them to grow their businesses, manage their risk/compliance, and increase their competitive position by delivering improved business results.