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Outsourced Help Desk

#OneLessWorry

- In-house **certified knowledgeable** staff
  24 x 7 x 365 coverage capability
- Complete trouble ticket tracking & **reporting solution**
  Stability, **monthly reports** on your environment
- **On-site** escalation support available
- Customer satisfaction **(csat) surveys**
- **Multi technology** support
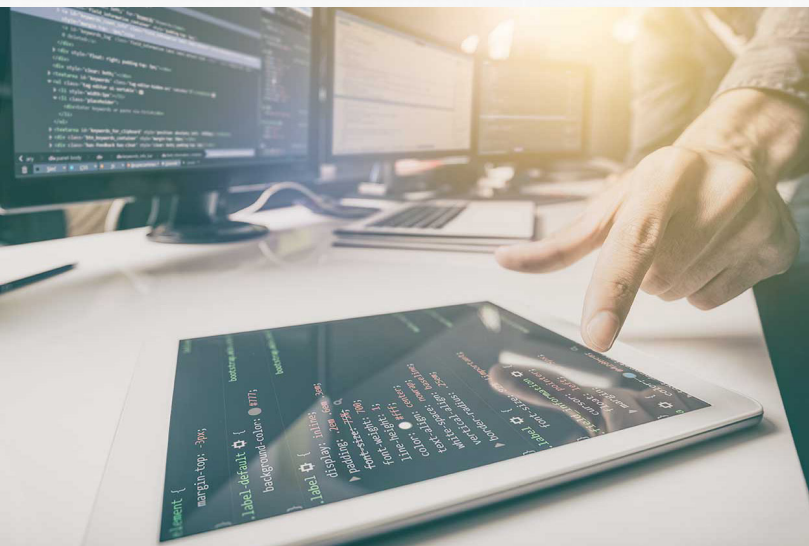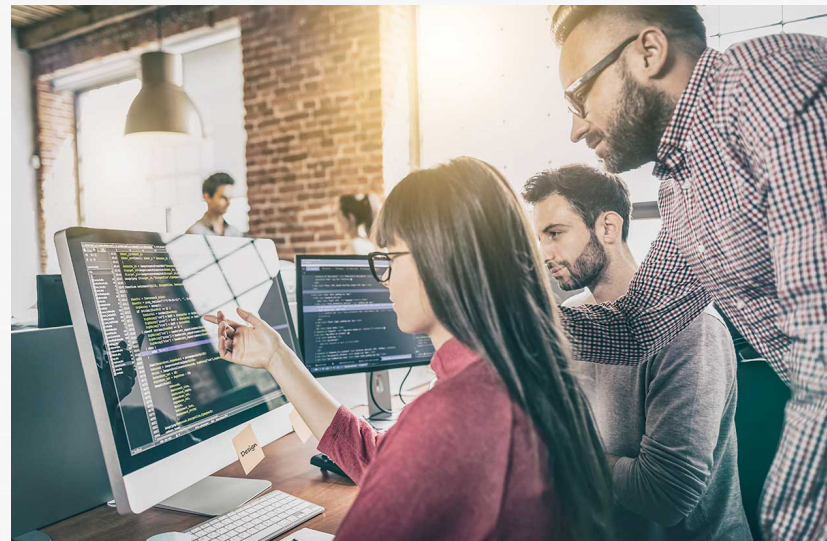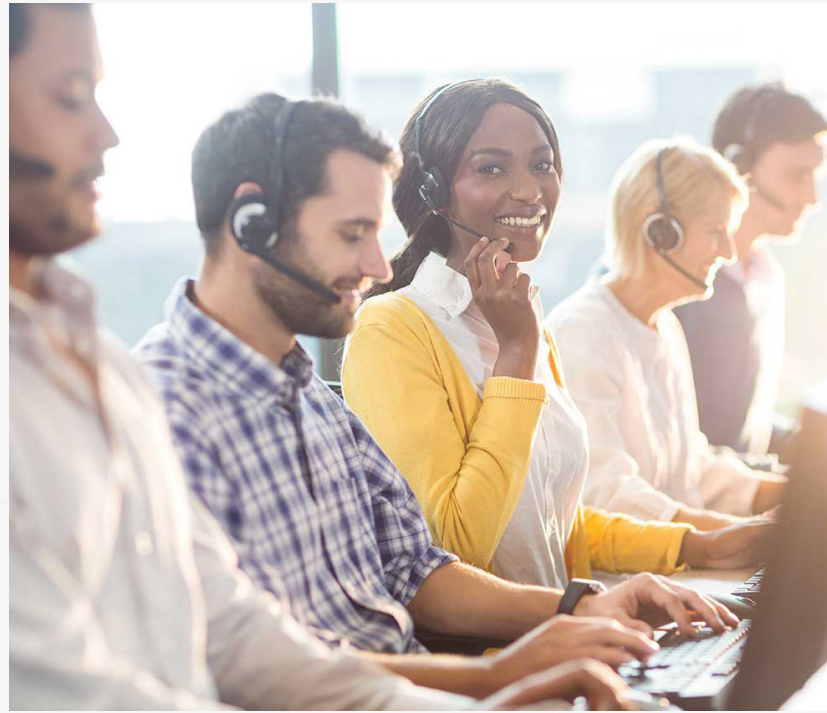- **SLA** management

Innovation Networks offers IT help desk services that consists of high-quality IT support desks and remote network monitoring services – every hour of every day. As a MSP we can provide expert staff on an as needed basis and provide IT management and support services with guaranteed service levels. Innovation Networks is much more than a traditional support desk, Innovation Networks help desk services provide our customers with professional and immediate help desk support without the costly overheard. Our help desk services are available 24x7x365 via phone, email, web chat, or our secure web portal.

Innovation Networks offers many comprehensive business IT services for small – medium size businesses and large requiring full or part time support desk services, application helpdesk support, customer service desks and technical services and resources. No matter what type of service / help desk functions your organization needs, we can provide you with a complete and custom turnkey solution to meet those needs.

We have over 22 years of experience helping organizations win with IT and offer help desk services and support unlike any other MSP. We stand by our promise to deliver rapid responses to each user issue, and are committed to answering each call quickly and efficiently. According to a Gartner report, outsourcing your IT environment will lower IT operating costs 19%-29%. More importantly, it will free IT staff to focus on core business objectives and projects.

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Stop By Our Offices
#400 – 13955 Bridgeport Rd, Richmond

Give Us a Call
604–275–5100

Send Us an Email
info@innovationnetworks.com

Advantages Can Be

- **Immediate access** to highly IT skilled and educated staff that support and manage applications, devices, networks, and cloud services

- Standardization, **refined standard operating processes** and an increase in efficiency

- Potential for **smaller capital expenses**

- **Reduction in training costs** by using Innovation Networks experts

- **Fixed monthly rates** for services (or per call/ticket based on needs)

- **24x7x365** days a year live support

- We **manage and participate** in performance accountability, business review meetings, IT assessments and recommendations, technology roadmaps, policy review, security audits and advisory services.

Ready to
Get Started?

When you work with Innovation Networks, you engage with an MSP IT partner that provides professional, end-to-end technology management that works with confidence and trust to help you succeed and grow your organization. Our technology solutions promise **forward thinking** and **innovation** that leverages the strengths of your people, processes, and technologies to **attain your business objectives.**

The Right Tools for the Right Solution.
Every Time.

www.innovationnetworks.com

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