

WHY CHOOSE KASEYA HELP DESK SERVICES?

Are you tired of wasting precious hours each day handling routine end user support requests? It's time to shift your focus back to what really matters - growing your business, expanding your network, and tackling high-level tasks. With Kaseya's 24/7 Help Desk solution, you can now optimize your time by tapping into the expertise of Kaseya's dedicated team of level 1 & 2 technicians. Say goodbye to handling end-user phone support needs alone and let us handle it for you. Boost your efficiency and watch your business grow!

- Centers Based in Orlando, FL & Dundalk, Ireland
- Staffed 24/7
- Under 3 Minute Call pickup SLO
- Level 1 & 2 Technicians
- Minute 1-30 - Level 1
- Minute 31-60 - Level 2
- Minute 61+ Escalated to you

KIT REQUIREMENTS

In order to utilize Kaseya Help Desk, we will require full deployment on the following

1. **VSA**
2. **AUTOTASK OR BMS**
3. **IT GLUE**

1. **DATTO RMM**
2. **AUTOTASK**
3. **IT GLUE**

DID YOU KNOW?

- In an industry where turnover can be high, replacing an employee on average costs 6-9 months of the employees salary*.
- According to Datto's State of The MSP report, 24% of all MSP's claim hiring is keeping them up at night.

*Source cited: Workable.com

WHAT'S INCLUDED?

Unlimited phone support per device to deliver best-in-class service delivery at a low cost that suits your business' needs



SERVICE SCOPE

- Password Resets
- Microsoft Office Troubleshooting
- Disk/Performance Optimization
- Printing/Scanning issues
- Remote troubleshooting of general issues
- Network/WIFI/VPN Issues
- Whitelisting/Blocking
- Google Suite management
- Account lock/unlock
- And More!

FOCUS ON WHAT MATTERS

- Accelerate the growth of your customer base without hiring new technicians
- Increase your profitability margins through flexibility
- Reduce IT operating costs and achieve a higher ROI
- Focus on new lines of business such as compliance and security offerings
- Expand existing coverage and repurpose valuable tech resources
- Leverage industry best technicians and support