# Helpdesk as a Service
## When in doubt, reach out.

**EXACT IT** consulting

Technology has always been a double edged sword. When it works, it streamlines processes, automates tasks, and generally makes life easier. When it doesn't work or you can't figure out how to make it work—the consequences range from mildly frustrating to disastrous.

With Exact IT's Helpdesk as a service (HaaS), your business can breathe easier knowing that you have a team of IT experts in your corner to just make technology work.

- **Best-in-class customer service from representatives in the US**
- **Rapid response times**
- **Reporting and monitoring**
- **Service level agreements**

## Help Right When You Need It

When a tech problem arises, you need help and you need it now. Don't waste time on hold with someone who doesn't even know your business. Exact ITprofessionals get to know your business so we can better solve any issues. We provide multiple ways to contact us. What works best for you works best for us.

### Call Us
With an average hold time of less than 20 seconds, we're just a phone call away.

### Shoot Us an Email
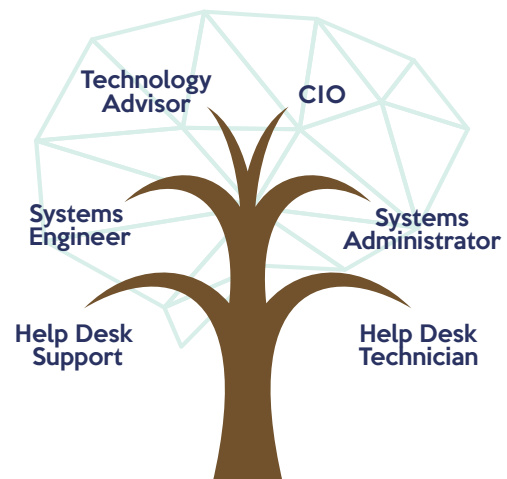For those who live in their inbox, emailing our helpdesk will get you a response within 15 minutes.

### Submit a Ticket
Send in incident and service requests through our ticketing system.

## Highly Trained Techs

Hiring our team of experienced IT professionals is comparable to the cost of one full-time employee, but with Exact IT, your organization receives a dedicated professional with access to our **Brain Tree** of skilled technical talent.

Technology Advisor

CIO

Systems Engineer

Systems Administrator

Help Desk Support

Help Desk Technician

## Guaranteed service levels via SLAs

With our Helpdesk service, service level agreements (SLAs) place up-time and support responsibilities on us with flexible pricing based on your requirements. The SLAs also include documentation of escalation of incidents and service requests that cannot be resolved within agreed timelines

## Use our helpdesk for all sorts of technical troubles

- Basic computer troubleshooting
- Microsoft Office products
- Telephone system troubleshooting
- IT security concerns

- User account creation and deletion
- Vendor management
- Email troubleshooting
- Any other technical troubles you have

### Devices and Systems we have expertise in:

- Desktops
- Laptops
- Mobile devices
- Servers
- Storage

- Windows
- Mac
- Linux
- Network devices
- And more!

### Remote Network Monitoring

Remote network monitoring means that Exact IT professionals can access your system remotely to identify issues and work to fix them without the need to be in the same room. You get better monitoring and faster results.

### Reporting

Each month, our clients receive a report that details their previous month's support ticket activity including information about the number of tickets broken down by issue, technician, time, and more.

## About ExactIT

Exact IT Consulting is a premier managed IT services organization that helps businesses make strategic, long-term IT decisions to align technology with business objectives and improve operational efficiency. Serving clients across the US, Exact IT offers a comprehensive suite of proactive and innovative technology solutions including managed IT, projects, VoIP phone systems, and cloud hosting. The team is known for its superior customer support and exceptional technical consulting.

### Contact us today!
**exactitconsulting.com**