KSTech
KORNERSTONE TECHNOLOGY

SERVICE BRIEF

24 x 7 Remote Help Desk Support

Improve efficiency when everyone in your office has complete access to technical support whenever they need it.

Give your staff the power of support

Let no support question go unanswered! Give your staff access to the very best in technical support for a concise flat rate.

We've seen it all before: A user is suffering from a relatively simple yet annoying issue on their workstation, but in order to get support for it they need to get permission from their supervisor who needs to go to their supervisor who needs to check with accounting… and et cetera. A quick phone call would resolve the issue and improve the user's productivity but it all gets halted by red tape in order to prevent a surprise technical support bill.

Unlimited Help Desk Support for your staff

With the Kornerstone Technology Remote Help Desk Support, you get unlimited flat-rate technical support

When your staff can get the support they need without worrying about racking up a hefty bill, IT issues get resolved much quicker and everybody can get back to work faster. No IT question is too small for the Kornerstone Technology Help Desk.

You and your staff will be given a special support number to call for remote support for issues and questions. Because most issues can be solved remotely, we can keep our costs down by eliminating travel expenses. Of course, we have agreements available for on-site work as well.

Expert, Wide-Ranged Technical Support

Get the support you need for the applications that run your world.

With the Kornerstone Technology Help Desk, getting help and answers for common productivity applications like Microsoft Word, Outlook, and Excel is just a phone call away. Issue troubleshooting and remediation, active directory administration, and even support for your workstation-connected peripheral hardware is supported.

Our Help Desk consists of experienced level 2 or higher technicians with a wide-range of technical knowledge and expertise, who are dedicated to solving your support issues quickly in order to keep you and your employees up and running with minimal downtime. If an issue requires escalation or an on-site visit, on-site support and escalated technical consulting is available (additional fees may apply depending on your agreement).

"No IT question is too big (or small) for the Kornerstone Technology Help Desk"

Features

- Unlimited Phone and Remote Support for your staff
- 24x7 On-Site Support when needed (additional fees may apply depending on your agreement)
- Workstation and Peripheral Hardware Troubleshooting
- Active Directory Administration
- Flat-Rate IT that is easy to budget

Benefits

- Issues are resolved faster when end-users can contact support without the fear of charging the company money.
- Experienced Help Desk can answer questions for common productivity suites, such as Microsoft Office
- Troubleshooting and Maintenance is done remotely to save you money
- A single, low-cost flat-rate per-user plan that won't change depending on how much you take advantage of it.
- Give your employees the freedom to get their problems resolved and their questions answered so they can get more done!

Get Proactive! Call Us TODAY!

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