

Unlimited Help Desk Support Business Hours

Technology Associates presents Unlimited Help Desk, a comprehensive IT support service designed to cater to your staff's needs. Our help desk is available during business hours, and you also have the option to upgrade to 24/7 support, 365 days a year, at a nominal per user monthly cost.

With our multiple call centers, your staff gains access to a team of skilled IT technicians who are equipped to handle a wide range of IT issues. Whether it's troubleshooting, software glitches, or hardware malfunctions, our trained professionals are just a phone call away. Utilizing remote access to your PC, they can swiftly and efficiently resolve your problems, ensuring minimal disruption to your workflow.

Support Coverage**

Monday to Friday
From 8:30am to 5:30pm
Excluding Weekends and Statutory Holidays

Cost*

Unlimited Help Desk Support Business Hours costs **only \$49.95** per user per month.

Supported OS

Windows 7, Windows 8, Windows 8.1, Windows 10 & Mac OSX



Supported Office Software

Microsoft Office 2003 through 2019
(includes Word, Excel, PowerPoint, Access)
Microsoft Outlook 2003 through 2019
(including Express)
Microsoft Office 365 (all versions)
Internet Explorer 10 and above, Mozilla
Firefox, and Google Chrome
Third Party/Proprietary Software on a best
effort basis.

PC and Network Troubleshooting

Network connectivity
General PC hardware diagnosis
Printers, drivers, and queues
Database connectivity
Setup and Configurations* Synchronization
troubleshooting

Administrative Tasks

Create user accounts and groups
Create mailboxes and distribution lists
Reset passwords
Unlock domain accounts
File/Folder permissions
Microsoft Outlook profile setups

AntiVirus and Spyware/Malware

Scans and removal

Related Services

Unlimited 24/7 Server & Network Support
Managed IT Support including Onsite Support
Private Cloud Hosting
Enterprise Hardware
Offsite Backup

For a full list of covered items and to learn more about Unlimited Help Desk Support from Technology Associates please contact your Account Executive.

*Prices and support coverage and technologies are subject to change without notice.

**Some support services require onsite support or level two support that is covered by Technology Associates Inc.

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TECHNOLOGY ASSOCIATES INC
Business IT Services

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