

# Helpdesk | by ACOM

Trusted, expert support  
you can rely on,  
tailored for whatever  
your **business needs.**

**ACOM**  
SOLUTIONS

Technology. Simplified.

## Why do you need Helpdesk?

- ✓ *First Line Customer / User Support*
- ✓ *Second Line Technical Support*
- ✓ *Virtual Assistant services*

Have your business needs outgrown your current IT team, or are you running a project that needs some extra support? It doesn't always make sense to start employing more staff, especially in response to adaptive demands. With Helpdesk, you get additional support exactly **when and where you need it**, integrated seamlessly with your company's existing capabilities.

Our team will provide remote or onsite support **anytime, anywhere**, to a schedule that suits your requirements. Your existing IT team stays the same, but you also get the additional support you need. Everyone's happy!



### Did you know?

#### Helpdesk is also a dedicated Virtual Assistant

- Truly one-stop shop for all your support needs
- If your staff are busy, redirect to Helpdesk and we'll answer all queries, effortlessly integrated into your system. Your users will feel just as comfortable as they usually do.
- If you have a small team and experience bursts of user activity, Helpdesk is perfect to ease those bottlenecks and keep business running smoothly

### Technical expertise:

- ✓ Specialists in a range of Mobile Device Management (MDM) clients such as Maas360, Airwatch, Intune
- ✓ IT hardware deployments of all sizes and scope
- ✓ Microsoft Windows deployments across multiple industries
- ✓ Industry-recognised technical qualifications
- ✓ Hundreds of hours of specific manufacturer training
- ✓ Decades of combined experience
- ✓ Thousands of successful deployments for the biggest companies Hundreds of thousands of users supported

### Benefits of Helpdesk:

- ✓ Quick to set up (within 24 hours), and available 24/7, 365 days a year
- ✓ Non manufacturer specific, unbiased towards brands or ecosystems
- ✓ Bespoke access: you decide how you want to interact with the Helpdesk – we can even give you a **direct number to experts** who are familiar with your company infrastructure
- ✓ Tailored and flexible – use the Helpdesk for overflow to take the strain off your team in busy periods, or as a dedicated support tool at specific times
- ✓ No additional hardware, software, or installation costs to you – just **start using the service straight away.**

*Not all projects need support all the time, but you never know when you'll need it. Sometimes, all you need is a number for users to call for some help. Helpdesk is the perfect solution when you just need access to experts - without having to employ them in-house.*



UK - based, customer service driven



Support via phone, email, remote login



Ready to send a tech Guru for onsite support

## Can I trust the service?

**Customer service:** We're probably the most customer focussed technical team you'll find. We're only happy if your users have the best possible experience when accessing our services.

**Reliable:** You'll never be without the support you need. Our structure means that we're always staffed with the correct range of experts. Helpdesk has 100% uptime, guaranteed.

**Confidential and professional:** Our experts are compliant with the same legislation and industry standards as your own team. Privacy, GDPR, and other corporate disclosure arrangements are all taken seriously and are safe with our professional staff.

**Security:** Our system security is independently vetted and exceeds industry standards. If any of your information is on our systems, it is safe.

## What we'll do:

**Consultation** – we'll have a conversation about what you need, how we can help, and determine the scope of your required access to Helpdesk. Consultations are always free, and we can meet face-to-face wherever you're based.

**Deployment** – once we've agreed what's needed, our experts will do the required homework on your IT systems, and then your access to Helpdesk will start straight away.

**Tailoring** – we'll regularly report back to you in meaningful ways, so that you know how Helpdesk is meeting your needs. Based on your developing requirements, we'll fully adjust our services to your satisfaction, provide any additional support or training you may need.

## Who we work with:

All business sectors, all sizes, right up to the very biggest



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**Need more info or technical details?**

Speak to your Acom representative or request a tech spec document via this link:  
[acom-solutions.com](http://acom-solutions.com)

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