10 Exchange Place, 17th Floor
Jersey City, NJ 07302
Email: sales@itbd.net
www.itbd.net

HELPDESK SUPPORT

Two levels of gray-labeled helpdesk support keep your clients (and your team) smiling with better than 70% first-call resolution. We can help your days go more smoothly with 24×7 support, or give your team back their nights and weekends with our second option.

Option 1

We Have Your Back 24×7 All Day, Every Day

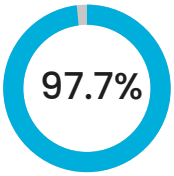
24×7 call answer and support provided by U.S. and NOC teams. Proactive maintenance included.

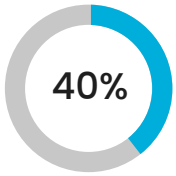
Option 2

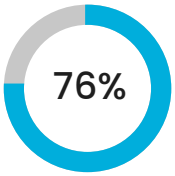
Let's Party: Nights & Weekends Only

Weekends/after-hours only call answer and support provided by ITBD NOC.

Don't just take our word for how awesome we are. Our CSAT scores from end-user customers average 97%. We are talking BIG smiles on everyone's faces!







We'll take tasks that can bog down your team and frustrate your customers and turn them into wins for your MSP.

- Performance & preventative maintenance reports
- A/V Management
- Web-based Management Portal
- Desktop performance management
- Administrative Scripting Policy Management
- End-client Services Improve Customer Satisfaction
- Grey-labeled initial call answer
- Windows, Mac and mobile support
- Administrative tasks
- Virus/malware removal
- Software installations

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