

December 3, 2013

GNS Adds a 24 Hour Help Desk!

In January, Guardian Network Solutions will introduce the start of their new IT help desk. The help desk is to help with troubleshooting the typical IT problems that someone might have around the clock. They act as a “shoulder to lean on.” This help desk will be available 24/7 for the users to call. For example, if their computer is running slow and they do not know why, they can call the help desk. Or if they cannot figure out how to install or uninstall a program, or get a USB to work. The help desk will gladly assist them in those areas. Now, if someone was calling because a computer of theirs crashed, then at that point they will need an IT specialist to come and take a look at it in person.

The help desk is run by technicians all over North America and they use remotes to solve the problems. Some problems, they might be able to walk the customer through it step by step, while other problems, they may have to use a remote to get into their computer and fix it themselves. Customers can call these technicians any time they have questions or if they just want to gain more knowledge about the subject. The help desk is not a guaranteed fix since it is over the phone, but they will do their best to assist the customers in whatever way they can. It is an 800 number and for a small monthly charge, customers can access it at any time, for their convenience. For more information on the help desk and how to use it, call (855) 819-3125. This new help desk is an exciting addition to the already outstanding service that GNS currently have.