



Outsourced IT Support

Help Desk

At Guardian Network Services (GNS), we understand that technology is not infallible—unforeseen questions and issues will arise. These issues need immediate attention to keep you up and running at full capacity. We feel that no IT team is complete without a knowledgeable, round-the-clock Help Desk. Our Help Desk is available to GNS clients to ensure that their technology is fully functional at all times, providing real-time response to any IT issue or question.

Our fully staffed 24x7x365 Help Desk ensures that each issue is given priority and resolved in a timely manner. With years of experience behind them, GNS Help Desk technicians are extremely knowledgeable and well-versed in handling any unexpected IT issue or general support question that you may encounter. Engineers also leverage GNS' centralized knowledge base repository for best practice solutions to client issues.

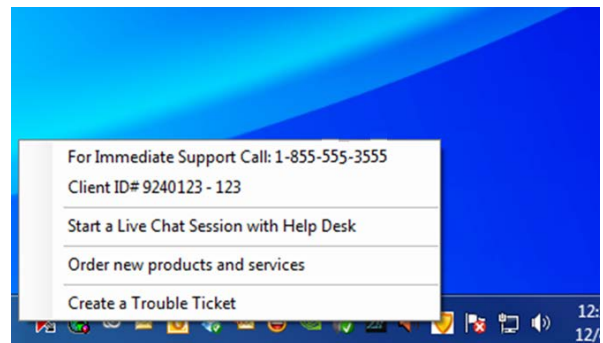
The Help Desk is dedicated to keeping your technical questions answered at all times. With the GNS Help Desk, clients know that they always have access to the best and brightest engineers and technicians.

HELP DESK BENEFITS

- 24x7x365 access for Level 1 resolution
- Unlimited remote assistance and remediation
- Fully certified and accredited with all major workstations and mobile devices
- Easy-to-Access support assistant icon
- Deep Knowledge Base Repository

GNS Help Desk Features:

- Staffed 24x7x365 by knowledgeable North American based technicians
- Unlimited incident reporting via live chat session, dedicated 800 number, and email based ticketing



- Remote accessibility of client PCs, servers and networks to troubleshoot and resolve incidents in real-time
- Email-based incident reporting and status tools for end users
- Central resource and client advocate in addressing issues with third-party applications or services
- Service Management System allowing centralized trouble ticket tracking and reporting for streamlined client support and rapid problem resolution
- IT professionals with expertise in networking, security, telecommunications and applications including Microsoft Exchange and Excel, Apple OSX and iOS and Customer Relationship Management

MORE INFORMATION

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