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**Guardian Network Solutions Offers A New Service By
Adding A 24 Hour/7 Day a Week Help Desk**

Fort Worth, TX: December 3, 2013 – 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 at our Texas, North Carolina, and Canada offices and use the best remote connection tools available to help solve typical IT user problems. Some problems, the help desk will be able to walk the customer through their issue step by step, while other problems, they will remote-in to get gain control of the user's computer and fix it themselves. Users 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 recommended substitute for an in-house IT staff member or consultant. It is expected to be an addition to the IT department of any business in need of some extra IT relief. With the help desk, users have the option to request support through a dedicated 800 number, web chat, or email based ticketing. For a small monthly charge, customers can access support at any time of the day, for their convenience. For more information on the help desk and how to use it, call (855) 819-3125 or visit gnsmsp.com/helpdesk. This new help desk is an exciting addition to the already outstanding service that GNS currently provides.

About Guardian Network Solutions

Guardian Network Solutions is a value added reseller of software and hardware products for very small businesses nationwide. We specialize in the areas of network security, backup, and virtualization. The value to a client exists within our determination to provide them with a dedicated account manager who will return same-day quotes and always answer their phone. Learn more at www.guardiannetworksolutions.com.

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