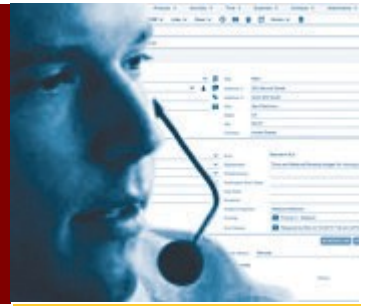




Co-managed Help Desk Services

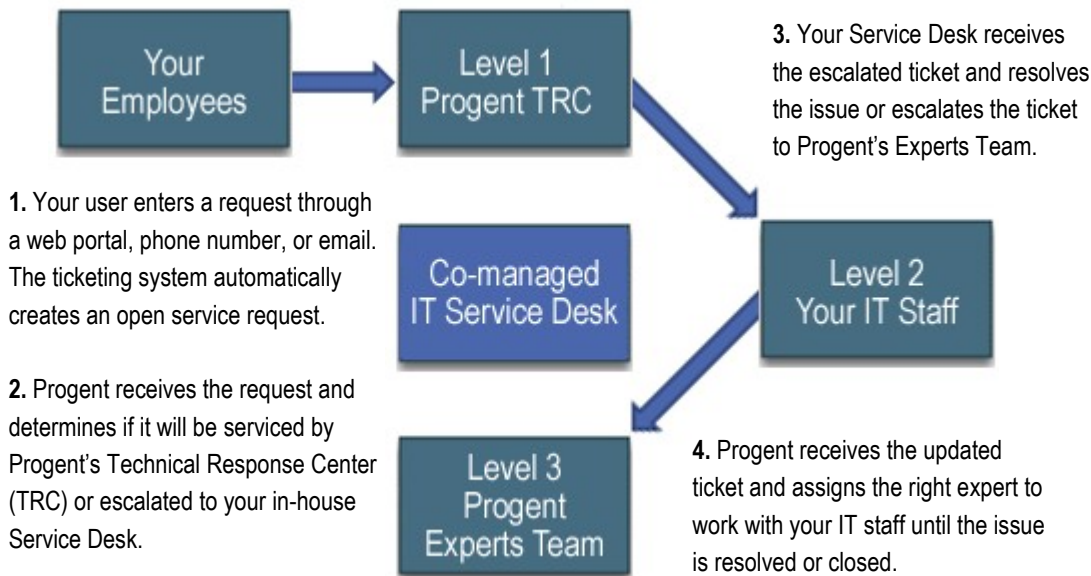
Virtually expand your IT Service Desk by teaming up with Progent's nationwide network of online desktop support technicians and subject matter experts



Progent's *Co-managed Help Desk* allows businesses to share Help Desk services transparently between their in-house IT staff and Progent's nationwide pool of desktop support technicians and subject matter experts. Progent's Help Desk solution is powered by ConnectWise Manage, the leading PSA software for managing IT service requests through the entire ticket lifecycle. Advanced tools track progress, assign accountability, and generate actionable reports and metrics.

Virtually Expand Your IT Service Desk with Seamless Escalation

You decide what Help Desk service requests are transparently offloaded to Progent, based on the level of support required. In this sample ticket lifecycle, Progent focuses on Level 1 and 3 service requests:



Note: All teams that service the ticket can review and update the information, and the ticketing system automatically updates your end users on the issue's status.

Highlights of Progent's Co-managed Help Desk Services

- Level 1 desktop support available 5 days a week, 5am-7pm PST, 60 Minute SLA
- 90% Live Answer of incoming service requests to Progent TRC
- Escalation to Level 2 and Level 3 support available on request
- Progress tracking and comprehensive reporting through a shared, enterprise-class ticketing system

Contact the TRC Manager

For more details about Progent's *Co-managed Help Desk Services*, contact your Progent Business Development Rep directly or call Progent's main number: **800-993-9400**. You can also send an email to information@progent.com

PROGRAM FEATURES

- Desktop support available 14 hours per business day
- 90% Live Answer
- Fast and seamless escalation
- Tracking and reporting through ConnectWise Manage
- Phased onboarding, training, report customization, system testing and tuning

OPTIONAL FEATURES

- Extended hours support
- Onsite service
- Remote monitoring services, backup, and AI-based security powered by SentinelOne
- Tag creation for faster results
- Dedicated support personnel

PROGRAM BENEFITS

- Retain control and flexibility over your IT service issues
- Immediate access to top-tier consultants whenever needed
- Happy and productive users
- Focus on your core business knowing that end user issues aren't falling through the cracks

CERTIFIED EXPERTISE

Progent is a Microsoft Certified Partner and offers the services of:

- Cisco CCIE network engineers
- CISSP & GIAC security experts
- Apple ACSPs and ACMTs
- VMware VCDX consultants
- Red Hat RHCE engineers
- Juniper JNCIS-ENT experts
- Citrix CCEE engineers