



Standard Help Desk Services for Small Businesses

Small businesses can have affordable access to an enterprise-class Help Desk with end-to-end ticketing, status tracking, escalation options, and reporting



Progent's *Standard Help Desk Services* allow smaller businesses to leverage Progent's nationwide pool of desktop support technicians and subject matter experts.

Progent's Help Desk solution is powered by the leading software for managing service requests through the entire ticket lifecycle and provides tools to track progress, assign accountability, and generate full reports and metrics. Your users get the support they need, and you can focus on your core business.

A Comprehensive and Affordable Help Desk Solution

Progent's *Standard Help Desk Services* handle all aspects of online Level 1 desktop support from service requests through trouble ticket generation, screen sharing, problem resolution, and reporting. A browser-based User's Service Portal allows clients to check or update the status of their current tickets, add more information, and append screenshots and other attachments. Support services are provided at a major discount off Progent's normal Level 1 desktop service rates, and Progent offers optional escalation to Level 2 and Level 3 IT experts to handle complex issues.

Progent uses pooled nationwide resources to deliver responsive support 14 hours a day during normal business days. Extra-cost options include dedicated named support technicians, extended hours support, remote monitoring and management (RMM) services, and managed offsite backup.

Highlights of Progent's *Standard Help Desk Services*

- Level 1 Windows desktop support available 5 days a week, 5am-7pm PST, 60 Minute SLA
- 90% Live Answer of incoming service requests to Progent Technical Response Center (TRC)
- Escalation to Level 2 and Level 3 support available on request
- Progress tracking and comprehensive reporting through a shared, enterprise-class ticketing system
- Free remote agent with screen sharing for online troubleshooting
- Service requests via dedicated phone number, email, or web portal
- All Level 1 desktop support will be done remotely, onsite work is not included
- Onsite service available at extra cost in most metro areas
- Level 2 or Level 3 is available with prior approval and billed at Progent's normal hourly rates
- Help with special projects by Progent's Experts Team available at negotiated cost
- Optional low-cost RMM packages include:
 - Advanced anti-virus and ransomware protection based on machine learning
 - Basic or advanced spam filtering and data leakage protection
 - Remote backup and recovery services

Contact the TRC Manager

To learn more details about Progent's *Standard 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
- On-demand escalation
- Tracking and reporting through leading ticketing system
- Phased onboarding, training, report customization, system testing and tuning

OPTIONAL FEATURES

- Extended hours support
- Onsite service
- Remote monitoring services plus backup, spam filtering and AI-based cyber security
- Dedicated support personnel

PROGRAM BENEFITS

- Enterprise-class Help Desk on a small-business budget
- 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
- Many other certified experts