



## Full Problem Resolution and Expert Customer Service

### Proactive Care and Maintenance

**In the world of IT, problems happen. Computers crash, passwords are lost, email stops working, and the list goes on. And without proper technical support in place, these problems can bring your business to an abrupt – and potentially damaging – halt.**

With DSI's Help Desk, you can enjoy peace of mind knowing that our certified technicians can quickly and efficiently resolve even your most complex technical problems.

Not every support issue can be called a catastrophe... until it prevents you from being able to do your job. We're here to help you stay ahead of the curve, so you can focus on growing your business – and to do so, we've adopted a proactive approach to network monitoring and IT maintenance.

That's why our help desk is a seamless extension of our remote monitoring platform. So, when you call to report an issue, there's a good chance we're already aware of the problem you're experiencing – and are actively working to resolve it.

Our technicians receive regular training, coaching and quality reviews to continuously sharpen their skills, and they're backed by a team of professional supervisors and managers to ensure consistency and unmatched service delivery. Our technology certifications include:

- MacOS
- Word
- Outlook
- Apple iOS
- Office 365
- Excel
- Powerpoint
- Windows Server

### DSI's Help Desk Support Covers:

- Microsoft and Apple desktop operating systems
- Microsoft Office and leading third-party applications
- E-mail applications and Web browsers
- Thin clients and virtual desktop infrastructure (VDI)
- Hardware and network troubleshooting
- Printer installation and support
- Mobile phones and tablets
- User administration
- Desktop performance problems
- Virus and malware infections
- And more

### DSI - Your Full-Service IT Provider

Our managed IT services cover a full spectrum of technology solutions, including remote monitoring and management of your networks, 24/7 help desk support for users and business continuity solutions to ensure your company is prepared for any possible disruption.

DSI's experienced, professional consultants can provide a refreshing and impartial perspective on any technology challenges your business may be facing, whilst ensuring you also get the best value for money, outstanding customer care and ongoing support.

Terms and Conditions: DSI Ltd makes no warranties, express or implied in this datasheet.

**Want to learn more?** Get in touch with us today

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