



Full problem resolution - And expert customer service

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.

Proactive care and maintenance

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
- Office 365
- Word
- Excel
- Outlook
- Powerpoint
- Apple iOS
- 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



For more information on DSI Help Desk contact one of our team via:

Email: uksales@dsiltd.co.uk **Phone:** +44 (0)208 017 0007 **Visit:** dsiltd.co.uk

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.