



MANAGED IT SERVICES



OFFSITE

Cloud | Colo | Security | Managed IT

THE EXPERTISE YOU NEED. WHEN YOU NEED IT.

Whether you are in need of fully managed IT support or are looking to increase the capacity of your current help desk, the OFFSITE Managed Help Desk team of engineers is ready to assist.

Managed Help Desk can assist with:

- » Desktop and Remote User Support
- » Unlocking Accounts in Cloud or Local Domain
- » Troubleshooting OS Layer and Applications
- » User Moves, Adds, Changes
- » Mobile Device Management (IOS and Android)
- » Ticketing System Integration



Our Managed Help Desk Functions as an Extension of Your Team to Resolve a Wide Range of IT Issues 24/7/365

STEP
01

Report

The user submits an IT help request via a customized ticketing system, phone call, or email anytime of the day or night.

STEP
02

Research

The OFFSITE Managed Help Desk team works seamlessly with your internal team to identify and troubleshoot the issue quickly.

STEP
03

Resolution

After the immediate need is addressed, OFFSITE reviews the resolution and makes additional recommendations, as needed.

COMPLETE IT SOLUTIONS



CLOUD



COLOCATION



CYBERSECURITY



MANAGED IT

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