



[Connectivity Support](#)



[Hosting Support](#)



[Desktop Support](#)



[Thin Client Support](#)

Product Overview	<p>You've invested significant money on IT capital expenditure to make your workforce as productive as possible; increasingly on a 24/7/365 and global basis. You now face the challenge of supporting this infrastructure but also face operating cost and headcount constraints.</p> <p>PC Helpline Desktop Support allows you to implement a professional internal Helpdesk on a 24/7/365 basis in a cost effective manner.</p>
Support Covers	<p>Office hardware, including desktops, laptops, printers and servers Standard business software applications Problems encountered in the office, on the road or at home</p>
Product Features	<p>Defined service level agreement (SLA) Branded telephony and email support Incident documentation with escalation services Real time, secure web based access to all incident details Monthly activity and trend report Designated account manager to co-ordinate activity and communication</p>
Product Benefits	<p>Cost effectively offer 24/7/365 support to your subscriber base Allows you to focus on your business rather than support delivery Highest level of professionalism means your brand is not compromised</p>
Support Language	English
Coverage Options	<p>Full 24/7/365 coverage, or Business hours only, or Non-business hours only; supports in-house business hours resource, or Overflow only; compliments in-house 24/7/365 resource</p>
Pricing Options	<p>Set monthly fee, or Per subscriber fee per month, or Per incident fee per month</p>
Typical Clients	Any business with the vision to contract a third party expert to support their office IT infrastructure



To discuss your requirements further, either:

Call our Sales Department: 1-866-305-8995 (toll-free North America) / +1 250 361 1776 (from overseas)

Alternatively: Please complete the Contact Form on our website: www.pchelpline.com/contact.htm