



Managed Services

- IT as a Service
- Security as a Service
- Cloud Service

IT as a Service

Crystal Care Help Desk Services

What You Get

When you sign up for Help Desk Service you'll enjoy live, U.S.-based, 24/7 technical support on software and hardware products from certified frontline-support technicians.

Please contact us for a complete list of supported software, hardware and applications.

The Human Touch

Our friendly customer-service team will use industry-leading internal processes to expertly troubleshoot your technical issues.

Quality Assured

Phone calls are randomly recorded and monitored by a trained quality-assurance team.

Two Levels of Support:

Level 1 Help Desk: Benefit from a call-answering service, troubleshooting and call-logging, using a populated knowledge base to resolve the incident at first point of contact.

- Windows and Apple workstation troubleshooting and triage
- Desktop peripheral hardware included
- Issues resolved using remote control

Level 2 Help Desk: Additional troubleshooting assistance is provided. If a call can't be resolved, predefined call-escalation processes will elevate the issue to a qualified expert.



- Includes all support features of Level 1 Help Desk
- Server-based password resets

We can assist with multiple call types, including:

- Internet/Network connectivity
- Password resets
- Peripheral support (e.g., printer issues)
- Dispatch/Call management services
- Answering service
- Desktop applications
 - Core Microsoft OS
 - Apple Mac OS X
 - Custom/Vertical/Line-of-business applications

Put Us to Work

Our Help Desk Service can be employed to complement your current staff during times of increased call volume, such as software rollouts and upgrades. Benefit from 24/7 technical support and after-hours user interface, as well as answers to how-to and technical or error-resolution questions.