

HELP DESK & NETWORK OPERATIONS CENTER



The Help Desk is one of the four pillars of comprehensive IT management. It is a critical piece of service delivery and one of the most visible to you as the customer.

WHAT IT IS

The Help Desk exists to resolve user issues quickly and efficiently, from the simplest request to the most complex problems.

The term Network Operations Center (NOC) is sometimes used interchangeably with Help Desk because they both deal with reactive services, providing support and resolving issues.

AT APOGEE, WE HAVE BOTH.

WHAT YOU CAN EXPECT

- Only Apogee staff helping your users
- Proactive support to resolve network issues before they ever become a problem
- Multi-tier support to fix your employees' end-user issues
- Help Desk support available for extended business hours for all users, no limits on tickets
- Help Desk & NOC services included in all managed services solutions with Apogee



HOW WE DO IT

Help Desk

A lot of MSPs outsource their Help Desk to a larger provider or offshore. Our Apogee-staffed Help Desk works to resolve all types of user issues, including:

- Employee adds, removes, & changes
- Password resets & changes
- Issues accessing email/email issues
- Setting up a phone w/email access
- Internet connectivity issues
- Application or PC running slowly
- Can't access network drives
- Lost documents
- Virus issues
- General user education & issue resolution

Network Operations Center

Our Network Operations Center primarily deals with issues at the network level, including:

- Incident response (predictive & alerts)
- Reactive infrastructure management
- Backup remediation
- 24/7/365 monitoring & alerting
- 24/7/365 infrastructure remediation

