

# Outsourced Help Desk

IntegraONE's Managed Services team has been supporting an outsourced managed services model for clients for over 15 years. We have a history of working with customers of all verticals over this team, allowing us to fit companies of as small as 4 users to enterprising organizations of 500+.

## Ticket Tracking & Reporting

How do you know what issues are persistent with your users? Which ones know training? With our outsourced help desk, you will have access to see all the tickets that exist at your business to see what issues are recurring; therefore helping to make investments in how to get your staff focused on your business needs rather than IT issues.

## VCIO Services

We have a team of VCIOs that work with our accounts to help with IT steering decisions, allowing customers of our managed services platform to not only have their support needs met, but guidance on IT investments moving forward, allowing for a top-to-bottom approach for your IT needs.

## Help Desk Support

Each one of our managed services customers gets priority support from our help desk team, allowing you and your staff to put in tickets to issues, knowing they will be addressed in a quick and effective manner. No matter if it's 6 AM or 9 PM, we are there to help you with any questions or issues you may have. Our customers have two options for help desk support to fit their business needs, whether it be Business Hours Only Support or 24/7/365.

## Patch Management

Patching is a necessity, especially as the number of cyber incidents grows in small to medium businesses. Our Patch Management system will whitelist and blacklist patches based on customers' environments and then roll out the patches you need to keep your business secure. Patches are rolled out to customers' machines, whether they be Microsoft or over 20 of the most commonly used third party applications.

## Anti-Virus Management

24/7 Anti-Virus management and protection is key to any successful IT operation. When we bring a customer into help desk support, we ensure their Anti-Virus tool is set up to succeed and if an issue does occur, our team is on the matter to help facilitate the issue so that it does not spread to more users.



IntegraONE has been providing our company with comprehensive managed services for 5 1/2 years, and they are terrific—knowledgeable, responsive, and friendly. It is such a relief to know they are constantly monitoring, patching, updating, and testing to make sure our network and machines are operating at their peak.

**NATALIE BARTUSH**, Treasurer Bartush Signs