We Make IT Work

Braver®

24 X 7 LIVE HELP DESK SUPPORT

DAY + NIGHT - GIVE YOUR STAFF ACCESS TO THE VERY BEST IN TECHNICAL SUPPORT.
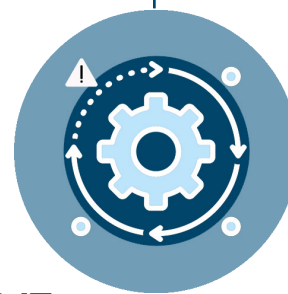
24/7 SUPPORT!

THE POWER OF SUPPORT

CALL NOW TO FIND OUT HOW TO ACCESS THIS FOR YOUR ACCOUNT!

YOU HAVE A PROBLEM - WE HELP YOU FIX IT, THAT'S IT.

TYPICAL SUPPORT RESOLUTIONS
some examples but not limited to

Network + Connectivity Troubleshooting
troubleshoot connectivity issues with VPN connections, internet, and network access connections for users' business computers and laptops, printing, or scanning.

User Account Support
Resetting of users passwords*

Productivity Support
including Microsoft Office, Adobe, Chrome and typical business-critical applications support.
This support is limited to ensuring, to the extent possible, the functionality of these applications and does not include informational support such as training users on how to operate one or more applications.

Malware Support
Malware events, including spyware and malware troubleshooting and/or verification of endpoint AV effectiveness.

Spam/Mail Troubleshooting
Assist in identifying spam or mail flow issues.

*note that only some system passwords and not all wil be able to be reset depending on accessibility. Authorization will be requested prior to the reset.

ESCALATION FOR EMERGENCIES

Inbound support calls, assess the situation, and follow escalation rules for support requests.

In the event an issue cannot be resolved by the Help Desk engineer and requires more advanced support, you will decide if you would like the support call handled the next business day, or escalated.
Additional fees may apply depending on your agreement.

Our Help Desk consists of humans, dedicated to solving your support issues quickly, using their expansive-range of technical knowledge and expertise, in order to keep you up and running with minimal downtime.

PROGRAM FEEDBACK
"This service was such a big help. Being able to call on the weekend to get help or even to open a ticket to get a head start on a bigger issue on Monday is such a great feature. Thank you for letting us be a part of the pilot team." -Steve M