By engaging a managed service provider to supplement your IT, your company will be covered at times that you can’t; such as after hours or on weekends. Trace3 Help Desk as a Service (HDaaS) can address issues remotely or onsite with one or more highly skilled engineers.

**AROUND THE CLOCK SUPPORT**

Various levels of support are provided based on a customized run book. HDaaS is available 24x7x365 by Trace3 U.S. engineers.

**LEVEL 1 SERVICES**
- Password Reset
- Printer Support
- Remote Login Assistance
- Drive Mapping
- Basic Office 365 Support

**LEVEL 2 SERVICES**
- Remote Desktop Support
- Anti-virus Support
- Advanced Software Support
- Basic Network Support
- Basic Storage and Backup Support

**INCREASED KNOWLEDGE AND PRODUCTIVITY**

You will have access to a wide range of skills and any problems will be resolved by a knowledgeable IT expert in a timely manner. Our IT experts are qualified, experienced, and certified to handle all aspects of your end user or network. Because our professionals deal with computer network issues daily in a variety of industries, they have a higher productivity level and more exposure to technology.

**REASONS TO USE TRACE3**

- Staffed locally
- 24x7x365
- Certified and trained
- Highly responsive
- Experience; knowledgeable in most vertical solutions
- Transparent with solutions and pricing
- Defined processes per customer
- Stays with the problem until resolution or hand-off to a Service Engineer
- Easy to consume options
- Flexible pricing models

**TAKE THE NEXT STEP**

Schedule an assessment of your environment to learn more on how Trace3 can help with your help desk service requirements. Contact us at 877.264.2363 or gems@trace3.com.