

# MicroAge Help Desk Services

## Unleash Productivity and a Powerful User Experience

Keep the focus on innovation while conserving critical IT resources with a flexible, customized support solution that scales with changing business needs. With MicroAge Help Desk Services, your organization can manage evolving user expectations and call volumes—for customers and or company members—everywhere.



### With MicroAge Help Desk Services, you can:

- Empower a more productive workforce
- Fuel scalability and efficiency—augmenting your support center for higher volume
- Rely on agents fluent in your unique business goals, applications, and environment
- Save resources and control budget—reducing costs and lowering your Total Cost of Ownership
- Free up IT team members to focus on innovation
- Enjoy flexible pricing options

### MicroAge Help Desk Services include:

- Dedicated help desk support for your workforce and or customers
- Streamlined desktop, laptop, and device setup
- Login and password user support
- Network connectivity resolution
- Microsoft 365 application support
- Basic support on company web applications
- Senior Engineer support and onsite support are available

### What's the MicroAge difference?

MicroAge combines a powerful mix of technology services backed by vendor-certified engineers and an acclaimed panel of experts to deliver the competitive edge technology leaders need to lead in a disruptive, digital environment. Let the MicroAge Help Desk Services team elevate your user experience while your IT teams focus on strategic, digital transformation initiatives. With MicroAge Help Desk Services, you can scale support services with user trends and business growth.

Learn how MicroAge Help Desk Services can elevate your user experience while making efficiency gains. Contact your Account Executive, call (800) 344-8877 or email [solutions@microage.com](mailto:solutions@microage.com) to get started.

