

LIVE VIRTUAL HELP DESK NOC AND HELPDESK SERVICES



WHAT WE DO

Live Virtual Help Desk (LVHD) provides the industry's most effective NOC and helpdesk offerings available. While we offer each service individually, we believe customers get the most value when they deploy them jointly. Our model closely integrates the services providing our helpdesk and NOC team full visibility to the customer's environment. Customers benefit from this approach because the helpdesk team is always aware of infrastructure incidents that effect users and the NOC team can be even more proactive in recognizing issues coming from users to more quickly remediate any problems.

A unified service that covers everything from servers, networks, desktops and users is the key to faster problem resolution and increased customer productivity and satisfaction.

NOC

Certified Experts — Windows, Linux, MS SQL, MySQL, Oracle, networking, virtualization & security

Leverage Your Ticketing System — Connectwise, Autotask or any ticketing system you use

Leverage Your RMM — Kaseya, Level Platforms, N-able, LabTech, Ninja or other RMM platforms

Bench Strength — If a team member leaves, we immediately pull a new resource from our internal team of certified professionals

Optional Dedicated Teams for SMEs — completely dedicated teams for SME customers leveraging their tools & process

Improve Scalability — Rapidly add new services or augment existing services. Scale up or down as required

HELPDESK

North American Helpdesk — All user support is delivered from native English speakers in North America

One-Call Resolution — 80+% of incidents are resolved on the first call & you get back to work fast

Dedicated 800 Number & Personalized Greeting — Build your brand & augment your service delivery capability without the burden of an in-house team

Multi-platform Support — Comprehensive support for all the systems & devices your customers use

Tiered Service Levels & Custom Support Capabilities — Complete flexibility of service levels to support your needs & support for customized applications

Advanced Reporting — Web-based incident reporting & ticket tracking

HELPDESK

SMB HELPDESK OVERVIEW

Our SMB Helpdesk is designed to deliver customers a premium helpdesk experience at a price to meet their budget. We understand that SMB customers have unique software applications they use to run their businesses. We also realize that some of SMB customers can be the most vocal and demanding. We have over 10 years experience working with SMBs and we pride ourselves on being able to understand their needs.

- Our level 2 & 3 engineers answer the phone and fix the problem on the first call
- Support for multi-vendor client systems
- Installation, moves, changes, remote desk-side support & software support
- Permission-based remote control of PCs with ability to regain control of the PC at any time

EXPERT STAFF

LVHD handles calls from thousands of enterprise and SMB customers daily. We have developed an extensive knowledge base that allows us to quickly identify and deliver fixes for a wide variety of issues. Our staff receives ongoing training and is active in pursuing continued professional development to stay abreast of the latest technical issues and resolution strategies. This creates a level of expertise not normally found in even a large corporate helpdesk much less a small business helpdesk.

NOC

REMOTE MONITORING AND MANAGEMENT

Triaging the constant flow of alerts from servers and networks, troubleshooting and fixing problems can be all consuming for an IT business. LVHD wants to be your partner and support your business by taking care of the mundane tasks while your key staff focuses on high margin projects and closing more business. Our expert NOC team is trained, certified and equipped to solve the most demanding technical issues 24/7. LVHD leverages all the common RMM and PSA platforms and provides several levels of service to seamlessly integrate with your existing business.

WATCH

Designed for MSPs who prefer a hands-on approach to resolving server and network problems, yet want to use our remote NOC to validate and triage alerts with appropriate escalation to your team. Also includes preventative maintenance to ensure your customers' infrastructure is expertly maintained.

MANAGE

Includes everything in the WATCH service PLUS full troubleshooting and remediation of server and network device issues. This includes root cause analysis to ensure that LVHD doesn't just treat the symptom, but identifies and fixes the underlying cause of the problem so that the issue is resolved permanently.

DESKTOP MAINTENANCE

Includes delivery of Microsoft critical and security patches for the O/S, Internet Explorer and Microsoft Office plus configuration and monitoring of anti-virus software.

ON-DEMAND SERVICE REQUESTS

In addition to the monthly managed service offerings, LVHD also provides a task-based service that enables MSPs to fill gaps in delivery expertise. This allows MSPs and customer IT teams to focus on services and projects that are more strategic to their business. Typical Service Request projects include vendor management, restore from backup, server migration, A/D and/or Exchange migration, server consolidation, network device configuration, database design/migration, application installations, etc.

SCOPE OF SUPPORT

OPERATING SYSTEMS

Windows XP, Vista, 7 and later
Windows Server 2003 or later
Mac OS 9, OSX

MOBILE OPERATING SYSTEMS

Android (All Versions)
IOS 4, 5 + (Iphone, Ipad, Ipod Touch)
Blackberry OS (Curve Bold Storm)
QNX (Blackberry Playbook)
Windows Mobile
Web OS

SUPPORTED PLATFORMS

All Windows Hardware
All MAC Hardware
Server: Windows, Linux
Networking: Cisco, Juniper, HP, Sonic Wall, Checkpoint, FortiGate, Watch Guard
Virtualization: VMWare, Citrix, Microsoft, KVM
Database: Oracle, MS SQL, MySQL

NATIVE SOFTWARE

Microsoft Office
Open Office
Adobe
Browsers (Firefox, IE, Opera, Safari, Chrome)
AntiVirus (Vipre, Symantec, McAfee, Avast, AVG, Trend Micro)
Windows Mobile
Web OS

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