

# Remote IT Help Desk Services

## **Certified, Always-on Availability**

Microsoft System Center Service Manager, Jamf Pro and ITIL certified, our agents are available 24x7, offering the kind of intensive, always available support most assume is out of reach for all but the largest organizations.

## **Knowledge Management**

We put support at your fingertips. From products to process to pro-tips, we empower your users by authoring, curating, and maintaining the knowledge content most relevant to them.

## **Hardware Lifecycle Management**

No more hardware headaches. We provide end-to-end facilitation of procurement, physical deployment, repair, and retirement of your company's hardware assets.

## **Platform Engineering**

We automate the repetitive tasks that sap your employee productivity. Leverage our engineering capabilities to advance your software inventory management, reporting and compliance capabilities, and more.

## **Self-Service and Live Support**

In addition to the phone and chat support you expect, we also offer engaging community management and a variety of self-service options that guide your users in an efficient and affirming manner.

Everise is a global enterprise with unique expertise in supporting users of our clients' complex technologies, in any of over 20 languages.

We also provide remote support for our own employees -- 90% of which are home-based -- spread across three continents. We understand what's at stake.

Read on to learn how Everise PX will elevate your company's IT helpdesk experience.





## Managed Services

- 24x7 chat and phone support
- Log and route for core IT issues
- L1 and L2 support for end user issues
- Software testing and validation
- Sophos Endpoint protection
- Multilingual support
- Reporting and analytics
- Comprehensive ticket and incident management
- Community relations management
- Custom knowledge base content
- Procurement and repair facilitation
- Internal social media monitoring and support

## Supporting a Remote Workforce

Like many enterprises, with the arrival of Covid-19, Everise was transformed from a 10% to 90% home-based company -- within about two weeks.

With that, the need to provide outstanding remote IT support was brought home in entirely new ways. Fortunately, it's something we'd perfected long ago.

Still, we offer our clients the same support we offer our own employees. Meaning, we sink or swim together.

## Mac Expertise Included

The ability to use Macs at work has proven vital to attracting creative, young talent. Everise PX is run on Macs, giving us just the right perspective to manage Apple product support as fluidly as we do PCs.

## Training Matters

Empathy and technical acumen are good, but only part of the product support equation. The difference between good and great support is an understanding of the technical nuances of a hardware and software and their evolving versions. That's at the core of a complete solution and is what Everise PX constantly strives to achieve.

This requires staff that are smart, flexible, innovative and well-prepared to effectively troubleshoot and efficiently achieve true resolution. We're here to provide an advanced technical support experience that goes beyond the basics and ensures thorough and considerate solutions for all customers.

## CONTACT US TO LEARN MORE

[weareeverise.com](https://weareeverise.com)  
[sales@weareeverise.com](mailto:sales@weareeverise.com)