Has the change to Work From Home increased your need for added IT Support?

Could Help Desk Triage allow for better use of your IT resources?
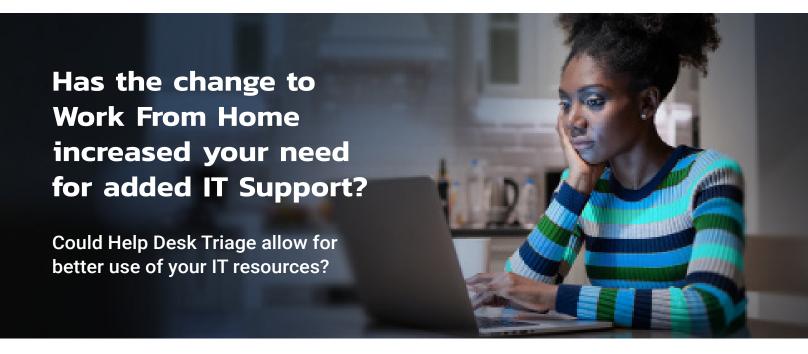
Fortress SRM offers a proven centralized IT Managed Service Desk outsourcing alternative that will:

▶ Handle most of your routine IT work

▶ Support distributed user communities including Work from Home

▶ Transfer ticket handling from your IT team so they can focus on critical IT needs within the organization

▶ Act as an early warning system to identify and preemptively address service issues

Our Managed Service Desk is comprised of a trained team of individuals who are passionate about technology and customer service. Their expertise includes Microsoft Office and Windows Certified Experts and Apple Certified Support Professionals.

Fortress SRM Managed Service Desk acts as the single point of contact between end users and the service provider, handling day to day incidents and service requests.

Our team of analysts provides:

▶ 24/7/365 availability

▶ Online ticketing system

▶ Ticket tracking and status updates

▶ Basic remote connectivity and application support

▶ Initial call triage and escalation

▶ Incident-based, pay for what you use

▶ Tiered pricing, based on volume

▶ Nominal cost for set up & activation

Fortress SRM offers enhanced Managed Services and Security Services to complement your Service Desk needs.