



Help Desk Support Services



Core Managed's Help Desk Support Services

Core Managed's Help Desk Support Services offer quick, reliable, and efficient IT support tailored to meet your business needs. With fast response times via email, phone or live chat, our services ensure your employees get the support they need, right when they need it.

Fast Response Time

Our help desk team is committed to providing swift assistance, with an average response to phone calls in 22 seconds. We constantly monitor our metrics to ensure our response and resolution times remain fast and your team remains productive.

Microsoft Teams Integration

Accessing IT support has never been easier. With our live chat feature integrated into Microsoft Teams, employees can quickly get help within a platform they already use, saving time and effort.

Your Own Custom Phone Number

You'll receive your own custom 10-digit phone number that routes your call appropriately. The first person you speak to will be a qualified tech who knows where you're calling from.

Proactive Monitoring

Our proactive monitoring services detect and resolve issues before they become major problems. This approach helps in minimizing downtime and maintaining optimal system performance.

Expert Technicians

Our team of certified technicians brings a wealth of knowledge and experience to the table. They are trained to resolve issues quickly and effectively, ensuring minimal disruption to your business.



Our Bench is Deep

Unlike many support services that maintain just enough staff to cover current demand, we maintain a deep enough bench that we can cover a temporary surge in volume and are capable of growing along with your needs.



24/7 Availability

Our help desk services are available 24/7, ensuring that you have access to IT support whenever you need it, even during off-hours and holidays.



User-Friendly Portal

Our easy-to-use support portal allows you to submit and track support requests effortlessly. This ensures transparency and keeps you informed about the status of your issues.



Cost-Effective

By outsourcing your help desk support to Core Managed, you can reduce your IT costs while benefiting from expert services. This allows you to focus on your core business activities.



Security and Compliance

We prioritize security and compliance, ensuring that your data is protected and your IT practices meet industry standards. Our team stays updated on the latest security protocols to safeguard your business.

Local Support with Onsite Capability

Our support staff are local and onsite support is available. Whether you need someone always available at your location or you just need an onsite visit for repair or installation, we've got you covered.

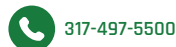
Why Choose Core Managed?

Core Managed's Help Desk Support Services provide fast, reliable, and expert IT support designed to keep your business running smoothly. With our quick response times, seamless integration with Microsoft Teams, and comprehensive support, you can trust us to handle all your IT needs efficiently and effectively. Choose Core Managed for a hassle-free, supportive IT experience that empowers your business to thrive.



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