SERVICE BRIEF

Desktop & User Care

Your end-users are human, their IT Support should be too.

⏻ The NOCOLOGY Desktop Platform

NOCOLOGY's Proactive Managed Desktop Care provides comprehensive preventative maintenance services remotely. This solution is comprised of: a desktop/laptop agent within the NOCOLOGY technology platform with all of the intelligence built-in to conduct day to day preventive maintenance services, a bundled managed Anti-Virus Package, and remote access.

Empower your staff by giving them direct access to NOCOLOGY's unlimited phone and remote support. Our Flat-Rate resolves the issue of having to wait for approval to increase IT support costs.

With Desktop & User Care, we generate detailed inventory reports and configurations related to all the preventive maintenance activities conducted through the Directive NOC. We track serial numbers, license expirations, warranties, vendor information, detailed service responses and much more. The platform comes with a built-in scripting engine and can also be used to deploy software applications remotely and automatically.

⏻ Intelligent Desktop Agent

The NOCOLOGY desktop agent comes equipped with jobs to update Anti-virus signatures, delete temporary files, scan and remove spyware, and more. Each of these is a pre-scheduled activity that is run automatically in low priority mode whenever the machine is available; whether it is connected to the network or anywhere on the Internet. This ensures that your workstations are secure, patched, and running at optimum efficiency, so your users can accomplish more.

⏻ White and Black Listing of Security Patches

Our NOC service provides a list of White and Blacklisted patches (Critical security patches for Microsoft OS and applications). Our Desktop Team conducts Internet research and testing of patches on test beds. Once patches are approved the Directive NOC deploys these patches on the client network. You can also specify to bypass this service and apply patches immediately.

⏻ Unlimited Flat-Rate I.T. Support for Your Users

With NOCOLOGY Desktop & User Care, your end-users can create service tickets without having to worry about costing your company extra money. End-users can even call the NOCOLOGY Helpdesk with questions about a standard desktop applications. The NOCOLOGY Helpdesk is staffed with experienced Level 2 Engineers with 2 to 6 years of desktop and server support experience. For no extra charge, we offer 24x7x365 phone support for after-hours and weekends.

⏻ Unlimited On-Site Support

When phone and remote support aren't enough to resolve an issue, a technician is dispatched to your location without any additional charge. On-Site Support is available 9 am - 5 pm EST, and 24x7x365 Emergency On-Site Support is available when Mission Critical IT goes down.

Unlimited On-Site Support is exactly as it sounds like; when an issue cannot be resolved remotely, a technician will arrive on site with the tools and resources to resolve the issue at hand. This would be the case for hardware issues, issues involving a lack of connectivity to the network or Internet, and anything else that requires a physical set of hands on site.

Get Proactive! Call Us TODAY!
888.546.4384

BENEFITS ⏻

- Flat –Rate IT (no more surprises) No more hesitating to call support in fear of costs, it's all you can eat!

- Enterprise-Level care

- Proactive maintenance significantly increases up-time

- Reduction of operational costs, increased profits

- Get valuable time back from your employees and make them more productive by re-focusing their efforts back on your business, not IT

- Confidence in your IT Infrastructure, let's you sleep at night. Confidence your users can get the help they need when they need it!

FEATURES ⏻

- 24x7x365 Help Desk Support for your end-users via the NOCOLOGY Client Portal

- Unlimited 24x7x365 Phone Support

- Available On-Site 24/7/365 Emergency Support

- Bundled LogMeIn™ Remote Control Solution. All staff can use their work PC from any internet connected computer, anywhere

- Spyware Prevention and Removal

- Anti-Virus Monitoring Maintenance, & Removal

- Managed Anti-Virus Protection

- Comprehensive helpdesk ticketing access