

## All-You-Can-Eat Helpdesk Support



### **End-users are human. Shouldn't their IT support should be too?**

Your end-users' time is best spent working for your organization, not managing IT issues. We make it simple by offering fast and reliable 24x7x365 support for your users, as well as Proactive Desktop Remote Management and Maintenance for your workstations. Now your end-users don't need to worry about racking up bills whenever they need support.

### **The Acclamar Desktop Platform**

**Remote monitoring, maintenance, reporting, and cost-effective support**

Acclamar's Proactive Managed Desktop Care provides comprehensive preventative maintenance services remotely. This solution is comprised of: a desktop/laptop agent within the Acclamar 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 Acclamar'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 Acclamar Network Operations

Center (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.