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24x7x365 SERVICE DESK & ON-SITE SUPPORT

The applications, servers, and peripherals of today are fleeting. What's cutting-edge now is obsolete before you know it. Instead of trying to keep up with an internal support staff, **trust in Atomic™** to support your users with an unrivaled level of expertise and customer service.

24x7x365 SERVICE DESK

The Atomic Service Desk is **always available** to keep you and your clients happy -- and your staff productive.

24x7x365 REMOTE SUPPORT

- ▶ Always live, always available, always local
- ▶ Minneapolis-based, never outsourced
- ▶ Email, phone, & secure portal ticketing
- ▶ Direct escalation paths to each department
- ▶ Wide range of supported software
- ▶ Documentation and training options

SERVICE DESK+

- ▶ Avoid internal staffing headaches
- ▶ Custom toll-free number & call greeting
- ▶ Integration with your ticketing system
- ▶ Custom training for your applications
- ▶ Escalation paths to your internal resources
- ▶ Volume discounted rates available

ON-SITE SUPPORT

Is your internal IT team struggling to keep up with growth, trends, or workload? Atomic's on-site support enables you to **augment or eliminate your IT resources.**

Microsoft Partner

Silver Hosting
Silver Server Platform
Silver Application Development
Silver Collaboration and Content
Silver Midmarket Solution Provider

Microsoft CERTIFIED

Solutions Expert
Desktop Infrastructure

Microsoft CERTIFIED

Solutions Expert
Server Infrastructure

Microsoft CERTIFIED

Solutions Associate
Windows Server 2012



INVALUABLE DESK-SIDE SUPPORT

- ▶ Microsoft® Certified Engineers
- ▶ Escalation point for Service Desk/NOC
- ▶ Emergency & scheduled visits
- ▶ Project work, planned maintenance
- ▶ System administration, patching, etc.
- ▶ Hardware or software upgrades
- ▶ Repair & deployment
- ▶ Documentation, data collection