

Managed Services Help Desk



You can rest assured that our Help Desk offers personalized attention and prompt response time to any incidents that arise - all with a formalized process and professional tools in order to properly manage traffic flow.

All calls directed to the Help Desk are answered 24/7 by a live person who is technically trained and certified.

All key information surrounding an incident is recorded and tracked within Issue Tracker and routed to the appropriate level of support personnel or directed to the third party vendor responsible.

Support is classified as either Routine, Urgent, or Critical with each corresponding SLA metric increasing the speed of response time and treatment - thus decreasing the time to resolution.

At any point during an issue, summary reports are available and support personnel are in direct contact with technical resources.

The Help Desk at Atomic is prepared to handle any issue that arises and go above and beyond the call.



Great Clips

In August 2011 Great Clips was set up with our Help Desk services. We formulated a plan to offer the very best service while working in conjunction with their existing webmail and network services. Our services offered solutions for issues arising with bugs, performance, site navigation and availability, data, reports, and passwords while filtering a variety of third party issues to their respective vendors for resolution. Our responsibilities as their Help Desk have us solving issues and working with their other partners to ensure their business runs as smoothly as possible.