

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 What's cutting-edge now is obsolete before you know it.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 Data to support your users with an unrivaled level of expertise and customer service.

24x7x365 SERVICE DESK

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

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
- By-the-minute billing available

Service Desk+

- Service Level Agreements (SLA)
- Custom toll-free number & call greeting
- Integration with your ticketing system
- Custom training for your applications
- Escalation paths to your internal resources
- Knowledgebase and runbook creation

ON-SITE SUPPORT

Is your internal IT team struggling to keep up with growth, trends, or workload? Atomic Data's on-site support enables you to augment or reduce your own internal IT resources without sacrificing quality.

Trusted Engineers When You Need Them

- Microsoft® Certified Engineers
- Escalation point for Service Desk/NOC
- Emergency & scheduled visits
- Project work, planned maintenance
- Office move and expansion support
- System administration, patching, etc.
- Hardware or software upgrades
- Repair & deployment
- Documentation, data collection
- Embedded Technician option

