ATOMICdata.

24x7x365
CLIENT SUPPORT

Always live support with a personal touch.

Unrivaled expertise, customer service, and technical troubleshooting for your internal or client users. Client Support supplements your existing IT staff or takes over entirely, bringing rapid issue resolution and a white-glove approach for a wide array of issues and requests.

PHONE **MOBILE APP** **EMAIL** **CLIENT PORTAL**

Simple to advanced support for:

- Remote & on-site issue troubleshooting
- New user onboarding & offboarding
- Password resets & MFA support
- Email client configuration & troubleshooting
- Printer setup & troubleshooting
- VPN client configuration & troubleshooting
- Remote desktop (RDP) session troubleshooting
- Microsoft Office 365® setup & troubleshooting

- Virus & malware mitigation
- Workstation backup & file recovery
- Web browser troubleshooting
- Windows® & macOS® workstations
- Select 3rd party applications
- Zoom®, Teams®, & Voice tools
- Atomic Data product support
- Your custom applications or clients

➕ **ON-SITE CLIENT SUPPORT –** Technicians visit your office locations to provide desk-side user support and systems administration on a scheduled, emergency, or issue escalation-basis.

➕ **MANAGED CLIENT SUPPORT –** For those with high touch service needs, optional Managed Client Support provides expedited contact methods to a pre-assigned Client Support Technician.

Trusted by:

Great Clips® Minnesota United FC **♡ Medica** FC CINCINNATI **DORAN** **SUMMIT** ACADEMY OIC

star **▲ ALIGHT** Philadelphia Union **plus relocation** **SAINT PAUL & MINNESOTA FOUNDATION** **COEN+PARTNERS**

WHAT USERS ARE SAYING

"Easy to work with techs. Polite and they don't give up."

" ★★★★★ Polite and professional."

"Wonderfully helpful, kind, and personable. Kudos!"

SAFE. SIMPLE. SMART.