

## Help Desk Services



### *Professional, certified information technology experts supporting your business ...*

In the world of IT, problems happen. Computers crash, passwords are lost, email stops working, and the list goes on. Without proper technical support in place, these problems can bring your business to an abrupt — and potentially damaging — halt.

With Project Execution Network's 24/7 Help Desk Service, you can enjoy peace of mind knowing that our certified technicians can quickly and efficiently resolve even your most complex technical problems.

Not every support issue can be called a catastrophe ... until it prevents you from being able to do your job. We're here to help you stay ahead of the curve, so you can focus on growing your business — and to do so, we've adopted a proactive approach to network monitoring and IT maintenance.

- Microsoft and Apple desktop operating systems
- Microsoft Office, web browsers, email applications and other leading third-party applications
- Thin clients and virtual desktop infrastructure (VDI)
- Hardware and network troubleshooting and performance optimization
- Printer installation and support
- Mobile phones and tablets
- Virus/malware infections
- User administration

**Proactive Care & Maintenance**

Our help desk is a seamless extension of our remote monitoring platform. So when you call us to report an issue, there’s a good chance we’re already aware of the problem you’re experiencing — and are actively working to resolve it.

Our technicians receive regular training, coaching and quality reviews to continuously sharpen their skills, and they’re backed by a team of professional supervisors to ensure consistency and unmatched service delivery.

Our technology certifications include:



Call, write or visit us online to learn more about Project Execution Network and how we can help your business execute high performance:

**Project Execution Network**

2009 Mackenzie Way, Suite 100  
Cranberry Twp, PA 16066  
projectexecution.com  
it.team@projectexecution.com  
724-720-9435

