projex

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 help you 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:

Office 365
Office Word 2010
Office Word 2007
Office Word 2002
Office Outlook 2010
Office Outlook 2007
Office Outlook 2003
Office Outlook 2002
Office Excel 2002
Office Powerpoint 2002

Enterprise Desktop Administrator on Windows®7
Enterprise Desktop Administrator on Windows®7
Microsoft Windows Vista
Enterprise Support Technician on Windows Vista
System Engineer NT4
Windows 2000 Server
MCSE
Microsoft Certified Technology Specialist

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

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