



## HELP DESK

### ABOUT US ▼

Percento Technologies provides ongoing IT Management and full optimization of equipment keeping your organization operating efficiently and poised for growth in the coming years. Across all industries, IT infrastructures are utilized to increase productivity, manage workflow, communicate both internally and with clients worldwide – 24/7/365 and accessible from anywhere in the world.

Percento personalizes the IT experience for your organization with solutions custom tailored for the issues your business faces. Percento seeks to maximize your realized return on investment, while minimizing the impact to your business. Additionally, Percento Technologies is able to provide a form of complete care that is often overlooked.

#### ***Does your help desk need some help?***

We provide computer support through our Help Desk Services, for quick troubleshooting of your issues. The Help Desk employs remote technologies that allow us to address issues in real time. Our computer support company offers help desk services for all computer related issues, including desktops, laptops, peripherals (such as printers), PDAs, servers, switches, backup systems, and firewalls and more. We offer assistance with software issues, including interfacing with another computer support vendor to resolve issues.

### SERVICE OFFERINGS ▼

We believe that IT monitoring and preventative maintenance is the best way to avoid potential issues. We monitor our clients' networks to protect against threats and eliminate problems before they occur. We immediately identify potential system vulnerabilities and work to strengthen your IT infrastructure. Preventative maintenance is an important strategy to keep your systems operating at maximum efficiency; paving the way for a greater return on investment and better use of company resources.

Information technology in the global marketplace has resulted in businesses implementing increasingly complex business processes, software, and other applications. Maintenance, monitoring and computer support services from Percento Technologies can help you address issues regarding inefficiency of your current systems to assist your organization in optimizing the use of available resources. Give us a call to learn more about our computer support company and how our help desk services can help you.

#### **PERCENTO PROACTIVE AGREEMENTS™ SUPPORT AGREEMENTS**

Realizing that in today's technological world IT systems have become an essential business tool, Percento Technologies provides a form of complete care that is often overlooked by IT Support Groups.

The Percento Proactive Agreement™ provides ongoing IT support, IT maintenance, and the full optimization of equipment to keep your organization operating efficiently. Across all industries, IT infrastructures are utilized to increase productivity, manage workflow, communicate both internally and with clients, and replace a host of other traditional business systems.