

AppHelp Business Cloud HelpDesk

Technical support services covering small business hardware and software

As your SMB customers adopt more technologies to run their businesses, their need for quick, effective and quality technical support is on the rise. Business Cloud HelpDesk gives your customers an easy and affordable way to address their SaaS and IT needs.

Overview

Business Cloud HelpDesk is an end-to-end technical support offering covering a broad range of cloud software and hardware issues ideal for small businesses that do not have their own full-time IT staff.

Whether it's advice on managing cloud software, diagnosing and resolving connectivity issues, or helping to set up devices, our expert agents are available 24/7/365 to respond to your customers' technology needs.

KEY FEATURES

24/7 expert support for:

- > Computer hardware, software and networks
- > Cloud-based software applications (SaaS)
- > Back-up, file-sharing, security
- > Peripherals, tablets, mobile devices

KEY BENEFITS

- > Solve technical issues outside of your core services
- > Simplify and standardize the customer experience
- > Deepen customer relationships and earn trusted advisor status
- > Increase ARPU through upsell and cross-sell opportunities

Summary of Offerings

Edition	Cloud App Support	IT HelpDesk Subscription	IT HelpDesk Session
Definition	Support for the most popular cloud applications sold in a Marketplace	A full scope, 24/7 technical support service to address IT and SaaS needs	
Features	<ul style="list-style-type: none"> • 24/7 remote technical support for cloud software • Assistance with licensed software activation • Answer FAQs, address “How-To’s” • Common troubleshooting requests • Managed escalations out to ISVs 	Everything offered in Cloud App Support , plus support for: <ul style="list-style-type: none"> • Devices including smartphones, tablets, modems, network printers, etc. • Malware removal • OS updates and upgrades • telech-approved POS hardware such as credit card readers, barcode scanners and receipt printers • Network issues and more! 	



ABOUT APPHELP

AppHelp ‘helps’ businesses be more successful with their adoption and use of the latest in technology and cloud services. We ensure customers have the support they need to find, buy and use technology and software, giving businesses an easy and affordable way to address SaaS and IT needs, without having to own IT staff. AppHelp is proud to power the technical support programs for premier brands across the globe including Comcast, Rogers, Telus, Windstream, Panda Security and more.

Copyright © 2018 AppDirect Inc.

LEARN MORE

Contact an AppHelp sales representative by emailing sales@appdirect.com or visit appdirect.com