

# A&O IT Solutions LLC

Professional, Certified Experts Supporting Your Business

## Help Desk

### Full Problem Resolution & Expert Customer Service

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

With A&O IT Solutions's Help Desk, you can enjoy peace of mind knowing that our certified technicians can quickly and efficiently resolve even your most complex technical problems.

### Proactive Care & Maintenance

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.

That's why our help desk is a seamless extension of our remote monitoring platform. So when you call 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 review to continuously sharpen their skills, and they're backed by a team of professional supervisors and managers to ensure consistency and unmatched service delivery. Our technology certifications include:

#### Help Desk Certifications

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

Microsoft Certified Associate  
Mac Integration 108

Microsoft Certified IT Professional  
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

### A&O IT Solutions LLC Help Desk support Covers:

- Microsoft and Apple desktop operating systems
- Microsoft Office and leading third-party applications
- E-mail applications and Web browsers
- Thin clients and virtual desktop infrastructure (VDI)
- Hardware and network troubleshooting
- Printer installation and support
- Mobile phones and tablets
- User administration
- Desktop performance problems
- Virus and malware infections

For more information, please contact us:

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**609-859-8071**

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On Call + RMM  
(8am-6pm)  
Per Desktop & Server

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Business Hours + RMM  
(8am-6pm)  
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