



DEVICE SERVICES

ON-SITE HELP DESK

AffinIT offers reliable on-site help desk dispatch services, ensuring businesses have efficient IT support available 24/7. Our dedicated team addresses any IT issues, allowing you to focus on growing your business while keeping your technology running smoothly.

On-Site Help Desk Dispatch sends our skilled technicians right to your door to tackle IT issues when remote support just can't cut it. Imagine effective troubleshooting and expert support for those tricky problems—all while sticking to Service Level Agreements (SLAs)! This service not only minimizes downtime but also supercharges productivity and strengthens security with immediate assistance. It's essential for boosting operational efficiency and ensuring your business stays resilient!

Wondering if your business could benefit from On-Site Help Desk?

Consider the complexity of your IT infrastructure, how often hardware issues arise, your team's productivity needs, the size of your business, security requirements, network maintenance demands, and the current state of your IT resources. On-site support can provide immediate assistance, personalized service, and efficient problem resolution for businesses that need to keep and enhance operations.



Get fast, hands-on assistance when you need it most. Our on-site help desk offers immediate, face-to-face IT support to quickly resolve issues, ensuring your business remains productive and secure. **Contact us for a free consultation!**

AFFINIT OFFERS TRUSTED RELATIONSHIPS, EXPERT KNOWLEDGE, COST SAVINGS, AND ADVANCED TECHNOLOGIES:

Hardware Installations & Maintenance

Software Troubleshooting & Updates

Network Setup & Configuration

Network Troubleshooting

End-User Support

IT Health Checks & Audits

Security Assessments

System Migrations

Coordinated Multi-Vendor Support

Strategic IT Planning



609-469-6633

www.affinITmsp.com



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HOW WILL YOU BENEFIT?

Access Support Immediately: An on-site help desk offers quick and effective support for technical issues, reducing wait times and ensuring timely solutions for urgent challenges like hardware repairs.

Improve Communication: Face-to-face interactions with IT staff enhance communication and strengthen relationships, creating a collaborative environment, encouraging employees to seek help easily, boosting problem-solving and productivity, and fostering a supportive workplace culture.

Improve Employee Morale: In-person technical support significantly reduces frustration from technical issues, enhancing employee morale and satisfaction and fostering a more productive and positive workplace environment for all team members.

Resolve Issues Faster: Our service improves the efficiency of diagnosing and resolving complex issues beyond Remote Helpdesk capabilities, allowing technicians to directly observe problems for effective troubleshooting and quicker recovery times.

Take Advantage of Training Opportunities: On-site technicians can provide informal training to empower employees in resolving minor technical issues on their own, fostering a tech-savvy workforce, and enhancing overall productivity and efficiency.

Ensure Comprehensive Hardware Support: On-site IT support is crucial for addressing technical issues related to hardware, such as equipment installation and repairs - businesses can quickly resolve hardware problems, reduce downtime, and boost productivity.

BUNDLED IT SERVICES TAILORED TO YOUR NEEDS

We've taken the hard work out of knowing what's right for your company. Our comprehensive suite of IT solutions, all with a focus on cyber security, are grouped into three key areas:

USER SERVICES

- Email Security
- Security Awareness Training
- Endpoint Backup
- Remote Help Desk

DEVICE SERVICES

- Patch Management
- Managed Detection & Response
- Endpoint Encryption
- On-Site Help Desk Dispatch

NETWORK SERVICES

- Server Management
- LAN Management
- Wireless Management
- Firewall Management
- WAN Management

Schedule Your Free Consultation Today

