



Help Desk Support

Overview

Your employees need modern, reliable digital technologies to perform their duties. But supporting today's advanced IT infrastructures can be costly and frustrating. BPM's Help Desk Support services can ease the burden.

Get high-quality remote support and help desk services — no matter the size of your organization.

Help desk support can be a serious drain on IT resources for small-and medium-sized businesses (SMBs). Switching to a managed service provider like BPM can not only save you money, but also help you keep your organization lean and nimble.

Rather than keeping IT employees on the payroll, businesses can make use of our experienced technicians only when they need them with BPM's Help Desk Support services. Available on a pre-paid or an hourly, *ad hoc* basis, our services scale with your business needs in ways that an in-house team or individual simply can't.

Seamless for users, effortless for management.

Having computer trouble? Users can quickly solve issues on their own either by phone or through our easy-to-use web app. Our highly capable technicians are standing by to answer questions, solve software issues, and configure new machines and more.

The best part? In-house IT doesn't have to get involved at all. Leave the day-to-day activities of IT help desk support to us and get back to creating value for your business with BPM's help desk support offerings.

Experienced technicians resolve your tickets fast and professionally.

BPM prides itself on providing fast, professional, courteous service to all our clients. With more than 15 years' worth of happy clients, our Managed IT Services practice has the experience you need to take over your organization's help desk function.

When you call our help desk, you're not reaching a distant, overseas call center. Our team is 100% U.S.-based, with most of our technicians working right here in the Bay Area. All bring top credentials to resolve your employees' help desk tickets efficiently and professionally.

Hands-on, onsite service for Bay Area businesses.

For clients located in the Bay Area, BPM also offers onsite support options. Just call BPM and we'll dispatch a trained technician to diagnose and resolve your computer or network problems. Or schedule monthly, bi-weekly or more frequent appointments in advance. Either way, BPM is here to help.

Having fast, professional, cost-effective IT support at your disposal isn't out of reach. Contact BPM today to learn how we can help.

Contact

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