



**ENGENUITY**  
EMPOWER YOUR BUSINESS

# Your Support System





## Always-On Support

Our team is available 24\*7\*365 to help guide you through any technology issues that arise. We're familiar with all major software packages and can be reached whenever you need us.

Need a specialized, industry-specific software application to run your business? No problem - we'll learn it!

## What's Included

We have your support needs covered, regardless of how far along you are in the development of your business. Early stage companies can draw upon the bi-weekly interactions, as well as the available on-demand IT advisory capabilities provided by our Basic service tier. As your company grows, our partnership can expand to include a comprehensive suite of Help Desk / support services. We're here to help you 24\*7\*365 with IT challenges such as:

- General Operating System support (Windows and Mac)
- Office Suite help (Microsoft Office and Google Apps)
- Network connectivity troubleshooting
- Mobile device (tablet and smart phone) assistance
- Virus removal support
- Computer performance evaluation and recommendations
- Email program assistance
- Printing software support
- Web browser issue troubleshooting
- Software installation support
- Specialized, industry-specific software assistance
- And much more!

### We're Accessible



Phone



Email



Web

## Things to Note

Our US-based team is always available to take an unlimited number of calls each month for a simple flat rate. We'll work closely with you to determine what pricing model makes the most sense for your business.

