



TeamOne.Support

Military Grade Support * Because it IS a war out there.

Managed and Co-Managed IT Services



Introduction:

TeamOne.Support Remote Managed and Co-Managed IT Services are provided by Security Privateers LLC and tailored to meet the needs of today's modern office. Our support team offers comprehensive support coverage during work hours, after hours, or 24/7, ensuring your organization receives reliable and efficient assistance.

Service Coverage Options:

Workhours Support / 100% US based

- Coverage Hours: 8-6, Monday through Friday
- Description: During regular work hours, our US based managed IT team is available to provide immediate assistance with technical issues, ensuring minimal disruption to your daily operations.

After Hours Support / Full international coverage

- Coverage Hours: After hours and on Weekends
- Description: For issues that arise outside of regular work hours, our managed IT team remains accessible to address critical problems promptly, maintaining business continuity.

24/7 Support / US based for workhours, Internal coverage after hours

- Coverage Hours: 24/7
- Description: Enjoy round-the-clock support for uninterrupted assistance, no matter when technical issues occur. US based support during workhours, global support after hours and on weekends

Key Features:

Our Remote Managed and Co-Managed IT Services are designed to provide comprehensive support for your company's IT needs. Here are the key features:

Systems Supported

Workstations (laptops, desktops, tablets) included for Operating system (OS) versions currently supported by Microsoft and Apple. (See TeamOne.Support NOC support for Windows, Mac and Linux servers.)

US-Based Support Team for standard office hours

Our highly skilled support professionals are based in the United States, ensuring language fluency, cultural alignment, and compliance with local regulations.

Multi-Channel Support

We offer support through various channels, including phone, email, and chat, to accommodate your team's preferred communication method.

Issue Resolution and Troubleshooting

Our team is equipped to resolve a wide range of technical issues, from software glitches to hardware malfunctions, ensuring minimal downtime.

Software and Application Support

We provide assistance with software installation, updates, configuration, and troubleshooting for commonly used applications and operating systems.

Hardware Support

Our experts can diagnose and troubleshoot hardware issues, providing guidance on repair or replacement when necessary.

Secure Remote Desktop

We offer secure remote desktop assistance, allowing us to access and resolve issues on your devices remotely, and optionally allow authorized users to access their desktops.

User Account Management

We assist with user account creation, password resets, and access management, streamlining user access to company resources.

IT Documentation and Best Practices

We maintain documentation of resolved issues, share best practices, and offer recommendations to improve your IT infrastructure's efficiency and security.

For inquiries or to request a customized solution, please contact us at:

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We hire US Vets

