# TeamOne.Support Help Desk Services

DEPLOYING BATTLE-TESTED
TALENT FOR YOUR IT AND
CYBERSECURITY NEEDS

## Introduction:

TeamOne.Support Remote Help Desk 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

- Coverage Hours: 8-6, Monday through Friday
- Description: During regular work hours, our 100% US based help desk team is available to provide immediate assistance with technical issues, ensuring minimal disruption to your daily operations.

### After Hours Support

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

### 24/7 Support

- 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 Help Desk Services are designed to provide comprehensive support for your company's IT needs. Here are the key features:

## Systems Supported

Our program includes support for operating systems (OS) versions currently supported by Microsoft and Apple on workstations such as laptops, desktops, and tablets. Please note that support for Windows, Mac, and Linux servers is provided separately through our TeamOne.Support NOC services program.

## US-Based Support Team

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.

## CyberSecurity Training

We provide Baseline Employee Security Assessments and Yearly Security Awareness Training to empower your team against evolving cyber threats.

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

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| Toll Free: | (877) 948-1289 |
| Local: | (561) 948-1289 |
| Email: | TeamOne@TeamOne.Support |
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We hire US Vets