SERVICE DESK MANAGED SERVICES

At CRI Advantage, we understand the challenges and costs associated with running a helpdesk. That's why, for over 25 years, we have built a network of experts dedicated to providing trusted and efficient 24/7 service desk solutions to governmental and private organizations. Our team of knowledgeable professionals is committed to delivering exceptional customer service and driving efficiency for our clients.

By leveraging our expertise and experience, we can provide customized solutions that meet the unique needs of each organization we serve. CRI is proud to be a trusted partner for organizations across industries, delivering unparalleled service desk solutions that drive value and efficiency. Let us help you streamline your operations and enhance your customer experience.

What's Included:

- Onsite or Remote Tier 1 Help Desk
- Onsite or Remote Tier 2 Field Services
- Office 365 Administration
- Remote Monitoring and Management
- Patch and Upgrade Management

- Mac/Linux Support
- Cellular Support
- VIP and Extended Support
- Tier 0 Self Help / Tier Minus 1 Support
- Knowledge Management

MINIMIZE DOWNTIME TO SATISFY END USERS

HIGH VALUE SUPPORT WITHIN YOUR BUDGET

TACKLE YOUR IT CHALLENGES

CMMI SVC/3℠