

# 24/7 Live IT Help Desk and Support

## Technology is supposed to make our lives easier, so why doesn't yours just work?

At GadellNet, we know that nothing is more frustrating than spending hours in limbo when your system is down. In fact, that's one of the reasons we started our 24/7 live outsourced help desk. No more waiting hoping someone calls you back quickly. With gurucare Help Desk, having a real person troubleshooting your issue is seconds away.

We understand that managing highly-reliable, highly-efficient and highly-integrated infrastructures is hard work. With that said, we believe IT systems management doesn't have to be disruptive, labor intensive, or overly complex.

We believe that not all help desk support is created equal. Here's how gurucare is different:

### SPEAK LIVE TO CERTIFIED HELP DESK CONSULTANTS 24/7/365

- To help users resolve their IT problems quickly and efficiently, GadellNet offers unlimited 24x7 Live Help Desk support as a core component of our managed service plans. This always-available resource is staffed with certified network consultants who are ready at a moment's notice to assist anyone in your organization.

### REMOTE AND ON-SITE SUPPORT KEEPS YOU RUNNING

- Thanks to our live online support technology, our certified help desk consultants are able to quickly troubleshoot the problem by seeing exactly what is happening on a user's computer screen. You don't have to waste your time trying to explain what's wrong because our experts can experience it right alongside you.
- Additionally, we know that not everyone is computer savvy. There are times where providing instruction is difficult. Therefore, our experts can take control while you literally watch them work their magic.
- When remote support isn't sufficient, our Indianapolis, Milwaukee, Madison, and St. Louis based certified network consultants come to you. That's right gurucare is even available at your place of business.

### YOU GET THE MOST EXPERIENCED CONSULTANTS!

- Did we mention that our initial line of support have, on average, 4.5 years of experience! That is nearly four times (4x) more experience than the industry standard for an IT help desk! Additionally, our field and senior technicians have an average of 13.5 years of IT experience! That is over two times (2X) industry standards.

### REPETITIVE TASKS GET AUTOMATED

- The gurucare Managed Services system allows for the automation of basic and repetitive IT tasks like issuing a patch, setting up a new employee, or running regular security scans. This ultimately leads to healthier systems, a decrease in downtime, more productive users, and less risk to the organization.

### ISSUES PREVENTED BEFORE THEY HAPPEN

- Gurucare is built upon the philosophy that preventing problems is cheaper and less time-consuming than rebuilding systems after they implode. In fact, gurucare optimizes your systems performance and availability by monitoring for "normal operation". Having learned your organizations typical behavior patterns, our system automatically notifies our consultants if there is any deviation from the norm. This early alert system allows for proactive troubleshooting which solves problems before they happen.

