

HOW WCA CAN ASSIST YOUR HELP DESK

MANAGED • SERVICES

WCA's Approach to Providing These Services:

WCA's Managed Support Desk has been a widely accepted best practice amongst the different industries we partner with. This best practice has become a more cost-effective option, especially for small to medium sized businesses. Here's why WCA's Managed Service Live Support Help Desk can be beneficial to company of all sizes:

1. Team of experienced IT professionals of all levels.
2. Able to answer your calls directly (live answer) with a team of WCA employees all based in MA/CT area
3. Able to have instant access to your employees' machines to see exactly what they are looking at to resolve their issue. This results in a much faster time for resolution with being able to resolve 97% of issues remotely.
4. WCA has put in an investment into solutions that allow remote access, management, monitoring and security that are usually outside the budget of most business.
5. Able to help clients that did not have a normal need to complete work from home solutions.
6. Solutions and tools already in place to allow access directly into their company computers.
7. Able to use Windows, MAC, Apple or android device for remote access.
8. We can ensure data integrity and security.

