



Help Desk Services

Everybody needs IT help at some point. Whether it's a quick question, a trouble or a work request, Apex's help desk is one call away.

US-based, 24x7x365 technical support

Cheap, offshore help desks may have their place, but not at Apex and not for our clients. Our help desk is staffed by friendly, knowledgeable engineers, available 24x7x365 and based in Rhode Island.

Maximizing client up-time by quickly resolving any IT troubles

Apex professionals have been delivering IT help desk services for the past 25 years. When a client calls the Apex help desk, it's not about the technology — it's about the end-user, the client's business, rapid response and maximizing client up-time. Apex uses experienced help desk professionals who quickly solve problems via telephone and remote support systems without transferring your call multiple times. In the event on-site dispatch is needed, Apex offers a variety of solutions: Same business day, next business day and emergency dispatch options are all available.

Expertise across multi-vendor and multi-technology networks

We can assist your staff with many issues including: answers to technical or error-related questions, internet and network connectivity issues, password resets, peripheral support, desktop applications, hardware, cabling, carrier services, telephone systems and all Microsoft, Cisco, Aruba and Juniper products and services.

Many clients find it reassuring and valuable to combine help desk services with remote monitoring/repair and on-site IT support services. Discounts are available when you combine multiple Apex offerings into a customized Personal CIO™ Program.



Key Benefits of our Help Desk Services

- A single place to call for all IT needs, 24x7x365.
- Allows you to focus on your core business, eliminating the drain on your resources, staff or infrastructure.
- Customized service plans to meet the needs of your infrastructure, your staff, and your budget.
- Consistent process and expectations reduced downtime, increased productivity and reduced per user costs.
- Call-dispatch capabilities for on-site repairs from certified technicians.