



# Competent, Friendly

Help Desk Techs for Managed Service Providers.

We are a multi-million-dollar MSP in California, and we've been in business for 25 years. We make our help desk team available to you.

We know the challenges that MSPs like you face. And we know you need a reliable Level 1 help desk that can fix your end user problems and do as much as possible without escalating and interrupting you.

As a veteran MSP we know the expectations your end users have. Some of them are completely outrageous. We're ready for those expectations no matter how reasonable or otherwise.

We are looking for Partners to use our service instead of hiring Level 1 techs. We provide excellent techs, and in exchange, you provide brutally honest feedback.

## Who We Are

We are based in California, and we've been in business for 25 years. We have mastery of the English language. We are college-educated, know how to write KB articles, and we are educated in the brutal school of hard knocks that comes with working at an MSP. And **WE LOVE IT.**



## Now Accepting New Partners

To properly onboard you, our program is limited to 5 Managed Service Providers per quarter.

*Keep reading to find out how the program works.*

# How it works.

1

Your support calls  
and emails come  
to us.

2

We act as you.

3

We resolve without  
escalating.

*It's what you really want  
from your help desk.*



## Need More Info?

Want to Schedule a Chat  
with our CEO?

Visit <https://helpdesk.tech>  
for more information!  
Or email [info@helpdesk.tech](mailto:info@helpdesk.tech)

## We'll never compete with you.

Our MSP's service area is Fresno, California. We will not solicit MSP business outside of Fresno County, and we will not make this offering available to Fresno County MSP's. Additionally, our Terms and Conditions contain a non-compete clause, and we will never solicit your customers, period.

## We act as though we were your staff.

You've spent time building your reputation. We are completely white-labeled and act as though we were on your staff. When a client asks, "Are you on staff or in a call center?" We say, "We're on staff." We do not pierce the veil. Support emails come from your domain. Phone calls come with your name on the caller ID.

## Our Goal: Avoid Escalations

Our Help Desk is very versatile and has been exposed to multiple complex scenarios over years of experience. The goal is to avoid escalating to you and your higher-level techs, but if we do, we refer to you by name, and get your input before sending it over.

## Give us access based on your comfort level.

Plenty of problems require zero access to your customer's servers and routers, but sometimes you just need access to finish the job. If you'd rather we escalate to you for that kind of issue, we'll do that. If you want us to have access, that's great too.

## Yes, we'll troubleshoot printers.

Everyone hates printers, but we'll do those too. We'll even work with your client's managed print vendor.



**(559) 485-4335**  
[info@helpdesk.tech](mailto:info@helpdesk.tech)



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Here's what  
**your** END USERS  
will be saying  
about **your** service.

“ Zero complaints. Technicians are experts at their craft. Whenever I run into anything out of my skill level I know Adam or Victoria will have the solutions ready to go. Prompt, and professional. I've never had to call back requesting a status for anything I've asked them to work on, it just gets done. Overall, they're top notch and anyone who has worked with them will see that. Thanks for all your hard work!”  
~ *S. Vigil*

“ Adam helped me this time, and Victoria has helped me before, but Adam was GREAT!! He was so friendly and very patient as I was not familiar with a fair amount of things mentioned while he was getting me set up. He was very personable and I couldn't be more pleased with how timely, professionally, and happily my issue was taken care of. 10/10 service.”  
~ *J. Falk*

“ When we have a computer problem it is always handled quickly and professionally. All of the technical staff are great and part of our team!”  
~ *M. Eckhaus*

“ No matter the issue I'm having at the office, they're always available and timely when helping me resolve my issue! In no time, there is someone on the phone with me, working with me through my problem. They really include us in the process, and for me it helps me feel certain with the results in the end!”  
~ *M. Flores*



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