HELP DESK
.tech
™

Competent, Friendly
Help Desk Techs for MSPs.

Competent, Friendly

Help Desk Techs for MSPs.

Created by an MSP, for MSP's.

As a 25+ year veteran MSP, we know the expectations your end users have. We're ready for those expectations no matter how reasonable or otherwise. We know what to expect, because we've been there. We're bringing the same world class help desk we built for our own MSP to you – our valued community.

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 clients' 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.

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(833) HD TECH 1
info@helpdesk.tech

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 helpdesk.tech for more information!
or email info@helpdesk.tech

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Here's what OUR PARTNERS
are saying about HelpDesk.tech

"

Partnering with **HelpDesk.tech** has given me the ability to start focusing on *growing my business*.

I now have more time to work **on** *the business* as opposed to all my time being spent working **in** *the business*.

Now I can start to focus on scaling up.

Being able to tell a business owner or decision maker that I have a **5-person** *support team* when they ask makes a huge difference."

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Help Desk Techs for Managed Service Providers.

Orlando Hunter
LiquidMo, Irving TX

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

> " 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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Who is HelpDesk.tech?

We built HelpDesk.tech out of our 25+ years of experience running our own multi-million dollar MSP, and now we're bringing the same world-class help desk offering we built straight to you – our valued MSP community.

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.

Where We Are

We are based in California, and our techs are all in the USA. We have mastery of the English language, we are college-educated, we know how to write KB articles, and we have all graduated from the brutal school of hard knocks.

And WE LOVE IT.
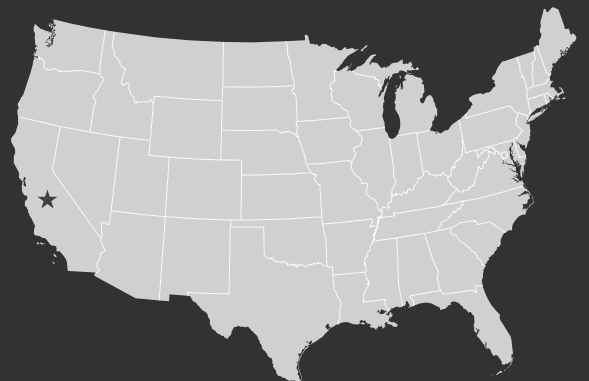
ALL U.S. TECHS!

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FAQ

Where are your techs located?
Not overseas, that's for sure. In fact, not even Canada. Most of our techs are in California, and they're always in the U.S.

Are you 24/7?
We are currently focused on quality over quantity, so we keep our high-quality support team focused on the hours of 8am to 5pm, in your local time zone, in the contiguous U.S.

How many people do you have working for you?
We don't reveal the size of our team, because a.) it's continually growing and b.) we wouldn't want you to feel like a number or a "cog in our machine." Besides your account rep and onboarding team, we only want you to be concerned with 3 people – and that's the three Help Desk Techs assigned specifically to your account, who you and your users will come to know on a first name basis.

Do you integrate with my PSA?
Currently we integrate directly with ConnectWise, AutoTask, and Kaseya BMS. If you're a partner with over 1000 seats, and you're not on one of those, we can work directly inside your PSA.

How do you handle things if we don't have ConnectWise, AutoTask or Kaseya BMS?
We'll track tickets and provide you regular reports.

Do you integrate with my RMM?
No. For security reasons, RMM providers do not provide the kind of API access that would grant us access to the remote tools RMM provides. So there is not really a way to "integrate" with an RMM. Additionally, there are certain things in your RMM that just aren't appropriate for a Help Desk Technician to have, such as automations, scripting, updates scheduling, and other NOC level functions. We'll initiate remote control sessions using Splashtop.

Come on! Can't you just use my RMM?
If you are on our fractional model for MSP's under 1000 seats, then no. We'll create unique Splashtop packages for each of your client sites and have you install that unique unattended edition of Splashtop on each one of your supported workstations. This will help us keep count of the total number of supported workstations and give your techs fewer panes of glass to work out of.

Come on! Seriously? You can't use my RMM? You'll love it, I promise.
Ugh... FINE! But seriously, we're only going to use it to facilitate specific fixes for end users anyway, like scripts or other quick deployments you might have developed to solve common problems. Really, we're just going to default to our Splashtop rollout for remote control 99% of the time. Using your RMM to do that really slows things down for us. It doesn't do that to you, because you're in it all the time. We aren't.

How do you determine a supported workstation from an unsupported one?
We'll have you install a light-weight agent that takes the pulse of each supported computer system and reports back to us. If the agent isn't on the workstation it isn't supported until we put the agent on. Of course, we aren't heartless if the agent is missing. We'll still serve the end user and get the agent on the computer on the fly.

How do you handle documentation?
We will make good use of your documentation, however complete or incomplete it may be. We contribute to your knowledge base ourselves as well.

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FAQ cont'd

Do you integrate directly with our Documentation Tool?

If you use IT Glue, we'll integrate. If you use Hudu we'll ask for a user license into your documentation. If you use something else, we'll keep documentation in our IT Glue.

How much do you charge?

Our pricing is forward-facing on our website at https://HelpDesk.tech/pricing – it currently starts at $17 per user and pricing goes down with volume.

Is there a minimum charge?

Our minimum is only 100 supported users, and you purchase in blocks of 50 supported users. So if you have 110 users we'd be supporting, you'd be looking at purchasing support for 150 users.

Do you insist on supporting my entire user base?

In short, no. But we will require whole sites at a time. You wouldn't assign us one user from one site, another from another site, etc.

What is your onboarding process like?

It usually takes 30 to 45 days to complete the onboarding process. We'll get all of your integrations done and your partner assets created, as well as personal introductions to your support team completed during that time. You'll be assigned a Partner Support Specialist to keep the process moving forward, as well as an Onboarding Engineer to help with integrations. Your Specialist will step you through things all along the way.

Do you charge for onboarding?

Normally, yes – it's currently $4,250.00. You can split that up into as many as 6 payments though. Also, we've been known to run Show Specials that put credit on your account and tend to cover a large portion of onboarding. If you run into one of these deals – take the deal.

Am I locked into a contract?

You have 3 months from signing up to cancel with no further obligation if you want. After that, you'll finish out a 1 year term. It continues month-to-month after that, or you can lock in more favorable pricing 1 to 3 years at a time from there.

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How does your 90 Day Guarantee work?

Zero-friction. You'll be able cancel for any reason in the first 3 months after signing up, no further obligation.

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