



Welcome to Support

We are your live-answer Service Desk with friendly technicians available Monday through Friday, from 6:00am to 6:00pm MST* and who strive to answer your phone call in 2 rings or less.

Having a problem with Technology? Contact us:

Phone: 970-541-7070 Ext. 2

Email us at: helpdesk@doculedgercybersecurityandit.com



Be Prepared to give the following information

- o Company Name
- o Your Name
- o Computer Name
- o Detailed description of issue including: how many people are affected, is it a recurring issue, how long has it been happening, what prompted the issue to occur, etc.



Delivering an exceptional experience

We are passionate about delivering an exceptional experience and want to be your one-stop shop for all your technology needs. We will remediate issues, provide advice for infrastructure changes and manage your technology vendor relationships.



Keeping your systems running

On a daily basis, we monitor the performance of all devices on your network, provide proactive maintenance to optimize your systems, and automate daily tasks like updates and patches. We also have technicians available to troubleshoot issues and answer your questions.

Issue Resolution

Software and services covered by the Service Desk include, but are not limited to:

- PC and network troubleshooting
- Desktop operating systems
- Productivity software suites (i.e. Microsoft Office)
- Email
- Browsers
- 3rd party software
- Virus/spyware removal
- File restoration



*Emergency after hours support is available for an additional fee.

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Support levels and availability

Issues are addressed based on priority. Priority is determined by evaluating the severity of the issue and the level of work stoppage. We will use our best efforts to resolve issues as quickly as possible.

Incident Request	Definition	Initial Tech Work begins (Business Hours)
Priority 1	Issue of such criticality that it requires immediate and sustained effort through resolution	30 minutes
Priority 2	Significant disruption of business, many users impacted (or VIP user), does not require sustained effort	2 Hours
Priority 3	Operations are restricted but a workaround is available	12 Hours
Priority 4	The product is not working as designed. There is a minor impact to usage, but it is acceptable. A workaround has typically been deployed	24 hours

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Network Operations Center and Service Desk

Preventative Maintenance

24/7 RMM Monitoring with 7-7CST NOC Remediation M-F

Hardware Health Monitoring

Device Performance Monitoring

Disk Health Check

AV and Patch Monitoring

Patching - Windows and 3rd Party Patching

HTTP/HTTPS Monitoring

Proactive Reboot Procedures

Patching Verification

Internet Connectivity Monitoring

DNS Filtering

Moves, Adds, Changes

Active Directory and Exchange

Security and Distribution Group Management

Printer and File Sharing Permission Management

SPAM Filtering

Password Updates

Microsoft Windows and Apple Mac Workstations

Support up to, and through the OS

Remote Desktop Access

Mobile Devices (Smartphones / Tablets)

Email Account Setup

ActiveSync

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