



Help Desk as-a-Service

Exceptional customer support is an undeniable competitive advantage for Managed Service Providers but delivering on this promise is easier said than done.



When asked "Why?" MSPs state the following challenges:

- Lack of consistent staffing (availability of quality candidates and turnover)
- Increased staffing training costs
- Expanded support hours to meet client needs
- Difficulty maintaining a high level of employee satisfaction
- Reallocating technicians to senior level engineering projects and services
- Balancing new business initiatives vs. repetitive support activities

D&H Help Desk-as-a-Service (HDaaS) was specifically created to meet these challenges.

This service is designed to alleviate **85%** of end-user issues during the first call.

With D&H's US-based HDaaS, you can exceed your customer's expectations while your technicians focus on strategic initiatives and new service revenue offerings.

Starting at \$5+/user/month, our HDaaS organization is available to assist your customers 24/7 with a host of application, peripheral, and OS level support needs.

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	Per User / Minimum of 5	\$5.31	\$5.81	\$6.84
Service Scope	STND	ADV	ELITE	
Support from 7am-7pm CST, Monday through Friday Voice only	■			
Support 24/7/365 Voice, Chat, Ticket Portal		■	■	
Support for three types of devices (Ex: Mobile Device, Laptop, Desktop) per user	■	■	■	
Phone, Chat & Email support from our US-based/staffed call center	■	■	■	
Web based dashboard to view support status via tenant and end user	■	■	■	
MSP issue escalation via email	■	■	■	
Support for device attached peripherals	■	■	■	
End User Tech Coaching & Device Education (Devices, Microsoft Office, and OS Support)	■	■	■	
Initial triage and issue diagnosis	■	■	■	
Device Network Connectivity	■	■	■	
Software Support (Support for basic application suites such as Microsoft Office, Adobe, and common desktop applications)	■	■	■	
MSP visibility into company and end user issues and resolutions	■	■	■	
Support for Windows 8.1, Windows 10, Windows 11, Android, Mac OS, iOS, and Chrome	■	■	■	
Incident based remote connection (Triage & Diagnostics, Remediation, and End User Error Issues)	■	■	■	
Remote connection via silent brandable agent		■	■	
Unlimited PC tune-ups		■	■	
Basic remediation for reported system issues		■	■	
End User Operator Error Issues		■	■	
Basic Virus Removal (best effort)		■	■	
Basic Proactive Monitoring (Ex: Hardware Utilization, Stop Services, System Performance)				■
Automated System Remediation for reported system issues				■

Configuration Setup (One time investment per MSP)

STANDARD , ONE TIME, Support w/remote connect (unlimited tenants)	\$1,479		
ADVANCED , ONE TIME, Agent based support w/remote connect (unlimited tenants)		\$3,644	
ELITE , ONE TIME, Agent based support w/proactive monitoring (unlimited tenants)			\$4,320

Service Out-of-Scope

- Support for legacy versions of Windows such as XP, Vista, 7 and 8 & Linux
- Support for custom built computers
- Any hardware issues; Domain or password resets
- Support for Applications containing confidential personal data such as:
 - Financial/Accounting Software
 - Proprietary Software
 - Gaming Software
 - Anything not listed above