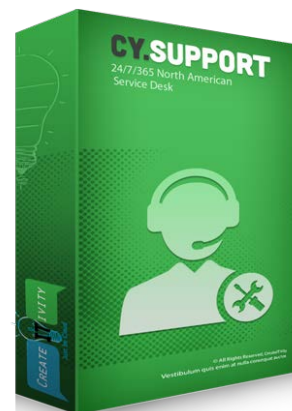


## Overview

Technology is rapidly evolving and can have a large impact on your business' growth; however, this impact could either deliver a positive or negative experience. The CY.SUPPORT Service Desk is staffed 24/7/365 – think of it as an extension of your IT support team. CY.SUPPORT is designed to meet the constantly evolving technology demands and can be the foundation to the various users within your organization. Our focus is helping organizations achieve their business objectives through their most important asset, their people. From the moment your call is answered, you'll know you've got the right person on the line and that you're our top priority. So go ahead, put your frustrations on hold and bring your technical problems to us!



## Key Features & Benefits

- **Live Support, 24/7/365** – Work late? Work early? Work weekends? It doesn't matter. Anytime you run into a problem with your technical equipment, you can give our team a call.
- **More Experience for Swifter Issue Resolution** – Our Service Desk is staffed by seasoned technicians with a minimum of two-year's experience resolving application, desktop and network level issues. When you call, you can count on receiving reliable to-tier support.
- **Microsoft Office Expertise** – All Service Desk technicians are certified Microsoft Office Professionals and fully qualified to deliver expert support for Word, Excel, PowerPoint and Outlook.
- **Customer Recognition** – Each time one of your users calls the Service Desk, our technician automatically sees your unique customer profile so we can move quickly to correct your problems.
- **We Know Apps** – Our Service Desk supports popular applications for:
  - Desktop Publishing
  - Office Productivity Suites
  - Browsers
  - Email
  - Anti-Virus
  - Database
  - Domains
  - PC & Network
  - Desktop Operating Systems
  - Wireless Devices