

SHARP

Optimised Helpdesk



Optimised
Helpdesk

EXPERT TECHNICAL
SUPPORT UP TO 24 HOURS,
365 DAYS A YEAR

If something can go wrong, it eventually will /**This is Why**
our support technicians are always just a phone call away

Sometimes, a single phone call will fix it /This is Why you need to take our number

Sharp's Optimised Helpdesk service is here to resolve your IT issues and to keep your IT systems running smoothly and efficiently. Here's why.

Take a look around. Your team is more reliant on technology than ever before. And every time you buy new equipment or upgrade to the latest software or operating system your IT environment becomes less and less familiar to you.

And if something goes wrong, everything stops.

That's less of a problem for large organisations with an in-house IT department. But if you don't have that luxury then it's time to talk to Sharp.

WORKPLACE TECHNOLOGY NEEDS CONTINUE TO EVOLVE



TRUSTED ADVISORS, YOU CAN RELY ON



Expert help is only a phone call away

With Sharp's Optimised Helpdesk service you're just a phone call away from friendly, highly trained experts with years of experience and rigorous training.

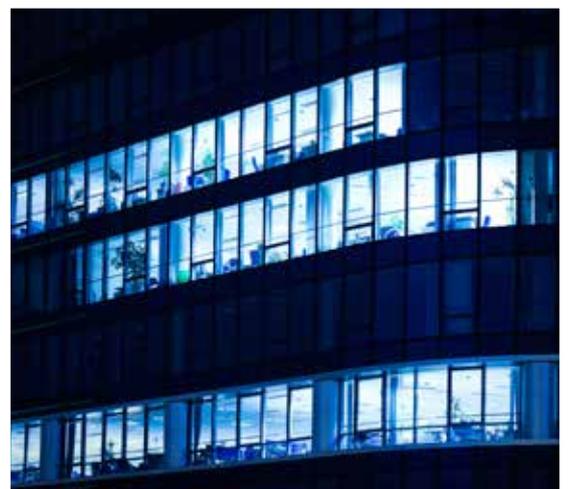
Whatever the cause of concern – your PC, laptop, mobile device, printers, MFP or other networked device – and whether you're experiencing a minor glitch or a show-stopping drama, a call to Sharp will get you up and running in no time.

Personalised support contracts, from standard office hours to 24/7

Everyone has to work late sometimes, maybe preparing a killer presentation or working on a crucial deal. And that's exactly when an IT failure will hurt the most. So you'll be pleased to know that our Optimised Helpdesk service is available 24 hours a day, 365 days a year.

And because we maintain full call records and a detailed profile of all of your systems, you can be sure that you're talking to the right person as soon as your call is answered.

A SERVICE TO SUIT YOUR NEEDS



Even the best technology can fail /This is Why organisations of all types rely on our expert helpdesk services

There's no such thing as a perfect IT environment. And issues often arise at the least convenient moment. So what do you do when you need it fixing fast?

HIGHLY QUALIFIED TECHNICIANS



COVERING A VARIETY OF SUPPORT REQUESTS



Call the experts

Each of our Helpdesk technicians is a certified Microsoft Office professional, fully qualified to deliver expert support for Word, Excel, PowerPoint, OneNote and Outlook.

On top of that, they receive regular training on the latest networking, hardware, software and operating systems with a special emphasis on fault -finding and problem resolution.

How we help

Together, these all-important services will transform your IT systems from a necessary overhead into an always-available platform that drives maximum productivity and growth.

- Fault finding for all types of PCs and networks
- Handheld device configuration and troubleshooting
- Problem software installations
- Virus and spyware removal
- Restoration of deleted files and folders
- Desktop publishing

- Graphics
- Browsers
- Email
- Communications
- Anti-Virus
- Database applications
- Desktop Operating Systems
- Fully managed patching and preventative maintenance

And, of course, those minor irritations caused by lost passwords, locked accounts and file permissions. If it's causing a problem we're here to help.

About Sharp's Optimised IT Solutions

Our Optimised IT Solutions include a full spectrum of pay-as-you-go and contracted services, including:

- Monitoring & Management
- Hardware Maintenance
- Data Protection
- Helpdesk
- Professional Services.

Welcome to Sharp

Sharp has been manufacturing fast, reliable printers and MFPs - and devising new, more productive ways of managing documents - for decades. Many have won awards from respected independent research establishments. All have delivered class-leading performance, often transforming productivity in the workplace.

Sharp is a truly global company with local representation in all major countries. And our expertise now extends far beyond the realm of office printing. Today we address the needs of the whole enterprise, with innovations in professional displays, solar cells, LED lighting and IT services, to name just a few.

SHARP

Inspiring ideas from technology

www.Sharpbusiness.com

Notes

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