



# MANAGED HELP DESK SOLUTION OVERVIEW



## CONTACT

Granite Headquarters  
100 Newport Ave Ext  
Quincy, MA 02171

**P** : 866.847.1500

**W** : [www.granitenet.com](http://www.granitenet.com)

**Product** > Network Integration

## CUSTOMIZED TIERED SUPPORT

**Tier 1** - Incident ticketing and basic remediation

**Tier 2** - Remote support for supported tasks and hardware

**Tier 3** - Onsite technician support for supported tasks and hardware

**Tier 4** - Customer hardware replacement and fulfillment center

## CUSTOMER OWNED HARDWARE EXAMPLES

- Switches
- Wireless Access Points
- Routers
- Firewalls
- Phones
- Point of Sale Systems
- Digital Signage
- Cradlepoints

## CUSTOMER CHALLENGE

Granite's Managed Help Desk service delivers the quality assistance your end users expect with the 24/7 expertise they need and to quickly scale as your organization changes or grows. Our help desk solution provides your end user continual monitoring, gathering information and proactively resolving issues.

Now is the time to think about the effectiveness and efficiency of your current help desk solution. Provide the quality support they need no matter where they are by switching to Granite's Managed Help Desk services and keep your company accelerating through ever-changing technology advancements.

## KEY BENEFITS

Issues can arise at any moment, with Granite's Managed Help Desk our team takes the proper actions to immediately to save your end user from lost profit and opportunities.

- **Greater Flexibility**  
Ability to support end users not matter their geographic location
- **Reduced Costs**  
Reduced fixed costs, purchase and maintain equipment, HR/hiring resource
- **Better Management and Tracking**  
Propriety ticketing and tracking system with integration capabilities
- **Industry Experts**  
Subject matter experts across all product platforms
- **Rapid Response / Scale Capacity**  
Improved response times, ability to scale quickly during peak times/seasons
- **Focus on Core Competencies**  
Free up management to spend time on area where their company is best positioned to add value
- **Fulfillment Center**  
Shipping, receiving and warehouse center with staging, configuration, repair and refurbishment services