

Support Applications

Service Desk

Operating Systems

- Microsoft Windows 7 & 10

Security Applications

- McAfee VirusScan
- Norton AntiVirus
- Multi-factor Authentication (Cisco Duo, Microsoft Authenticator)

Internet Browsers

- Google Chrome
- Microsoft Edge
- Mozilla Firefox

Mobile Devices

- Apple iOS Devices
- Google Android Devices
- Windows Mobile

Hardware

- Printers
- Laptops
- Desktops
- Peripherals (keyboards, mouse)

Other Applications

- Adobe Flash
- Adobe Reader
- Cisco Jabber
- Cisco Voice
- Cisco WebEx Calling
- Cisco Webex Teams
- Microsoft Office 365
- Microsoft Office Suite
- Microsoft Live Meeting
- Microsoft Teams
- Microsoft SharePoint
- Microsoft Visio
- Tasks/ Requests
- User Adds / Deletions
- User Profile Setups (applications)
- Zoom

Offerings

- **Base Support:** Level 0 First Point of Contact and Level 1 Service Desk Support provides a fast and professional response to all inquiries and a single point of contact for all end-users.
- **Global Footprint:** Our Service Desk offering is designed to support our customers who have a global footprint, giving you the same level of service no matter where you are.
- **Level 2 Remote Support:** We can then tailor your ITIL-based Service Desk solution to serve your organization's goals by adding more in-depth Level 2 Remote Support from agents with expert knowledge of your applications.
- **ServiceNow Enhancement:** We also offer the option to enhance your Service Desk solution with ServiceNow, so you can utilize a full-featured incident management system and have the ability to expand it to other parts of your IT organization. This option, which is backed by our customer success team, ensures you have a consistent Logicalis experience regardless of the service you're using.

What can we do for your organization?

Contact Logicalis to learn how we can help.

Visit
www.us.logicalis.com

Call
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