# Help Desk Support

*Accelerated Network Solutions offers a full suite of managed solutions to ensure the security, integrity and efficiency of your company's data and infrastructure.*

An efficient and responsive Help Desk allows your staff to remain productive, enabling your business to focus its time and energy where it counts - on your customers. Accelerated Network Solutions' Help Desk team is comprised of customer service and support specialists, software trainers, computer technicians and engineers with the knowledge and skills to keep your company technically sound. Our technicians speak plain English, not technical jargon. Accelerated Networks has tapped the diverse backgrounds and resources of its staff and made significant capital investments to provide cutting-edge customer support systems, customer documentation, resource planning and ticket creation/tracking tools. Live support is available for a variety of products and needs, such as:

- Microsoft Windows, Office applications, Exchange Server / Outlook and other Application Support
- System Diagnostics
- Maintenance
- Installation, Setup and Repair
- Software and Hardware Training
- Internet Connectivity Support
- Product Support and Troubleshooting
- Crisis Resolution
- Printer

Our help desk services provide you with:
- 24x7 availability with knowledgeable and professional staff
- Single point of contact for streamlined and efficient problem solving
- Issue resolution tracking that is used to create best practices and confirm that the problem has been fixed.
- High levels of satisfaction for your users

We won't rest until your company's IT operation is functioning at its peak.

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**Contact Accelerated Network Solutions today to learn more.**