



AppHelp Business Cloud Helpdesk

No IT Department, No Problem!

As your small business adopts more and more software and devices to operate, it's critical that you have access to quick, effective technical support to assist with the use and troubleshooting of your devices and cloud applications.



SOLUTION BRIEF

Nowadays, almost all large enterprises have dedicated IT departments to select, install, and troubleshoot all their technology across the organization. In comparison, the vast majority of Small and Medium Businesses (SMBs) do not. In fact, only 19% of SMBs report having a fulltime IT staff.

So, how do you manage all the technology that your company currently uses? How will you manage when your company adopts more technology in the future?

Well, you could look into hiring an IT Manager- but that might not be financially feasible. The price tag for an entry-level IT manager is going to be in the range of \$60,000 USD a year, and that's not including the training and tools they'll actually need to get the job done.

A more affordable and reasonable solution is to outsource this role to experienced and qualified IT experts who specialize in helping small businesses setup, use and manage technology to help them grow.

Make the cloud your strategic advantage

Sometimes things being "good enough" keeps business owners rooted in the old, familiar ways of doing things, especially when it comes to technology. Keeping track of inventory using an outdated system may work "well enough", but in order to spend less, be more efficient, and grow your business, the cloud offers a wide range of proven benefits.

In 2016, 29% of SMBs said the cloud helped them to significantly improve their business outcomes. These more "progressive" SMBs are 18% more likely to forecast revenue increases than their peers.

SUPPORT FEATURES

24/7 Live Support for:

- > Computer Hardware and Software
- > Backup, File Sharing & Security
- > Cloud-Based Software Applications (SaaS)
- > Peripherals, Laptops and Mobile Devices
- > Networking Devices



Get the most out of your cloud investment

Forbes estimates that over 78% of American small businesses will have fully adopted cloud computing by 2020. Those businesses who are adopting cloud technology and applications are growing revenue 2.3 times faster and, on average, are generating a 35 percent year-over-year increase in top-line revenue over their counterparts. However simply purchasing cloud applications will not magically improve your company. Small businesses will need expert support to select, install, and use these cloud applications to their full potential.

Not only does AppHelp troubleshoot the most popular cloud applications, our Business Cloud HelpDesk experts will help you download, install, and use the applications for the first time. This means your employees will actually use them properly and to their full potential, maximizing your ROI as well as ensuring that all your accounts are created correctly and securely.

Protect your tech

For a small business, IT maintenance is of course important, but the real financial risk comes when something goes wrong. Employees need access to the tools, information, and hardware that make your business run. Wifi issues and printer problems can really slow your business down, but malware and ransomware attacks can become catastrophic if not handled correctly.

Sleep well at night knowing AppHelp Business Cloud Experts are at your service 24 hours a day, 7 days a week, 365 days a year by phone or chat to immediately take care of the critical issues you encounter with your business' devices, cloud services, and technology. From recovering lost files, to repairing network connections, a live human being will be there every step of the way to resolve the problem and answer all your questions.

Plus, there's no need to wait around for a costly on-site technician to fit you into their schedule when an IT problem strikes. AppHelp Business Cloud HelpDesk agents can instantly and remotely access your devices (with your permission) to diagnose and repair technical issues so that you can get back to running your business.

Outsource your IT: The Business Cloud HelpDesk Advantage

Technology can be a tremendous asset to your business and but you have to decide whether you want to put your resources towards maintaining your technology in the traditional way, or outsource your cloud and IT needs to specialized support provider like AppHelp to innovate, bring your business to the next level, and get an edge in the market. Business Cloud HelpDesk from AppHelp gives you access to experts who will help your business choose, use, and troubleshoot your critical devices and cloud applications, with consistent and dependable service and repair technical issues so that you can get back to running your business.

ABOUT APPHELP

AppHelp 'helps' businesses be more successful with their adoption and use of the latest in technology and cloud services. We ensure customers have the support they need to find, buy and use technology and software, giving businesses an easy and affordable way to address SaaS and IT needs, without having to own IT staff.



AppHelp Business Cloud HelpDesk FAQs

1. What's included in Cloud App Support?

Cloud App Support helps solve issues related to cloud software including FAQs and basic troubleshooting of common SaaS applications, as well as service activation and installation of those apps. Cloud App Support also includes assistance with remote data synchronization and help managing escalated support issues to the application vendor when necessary.

2. What's included in IT HelpDesk?

IT HelpDesk includes everything within Cloud App Support plus solves issues related to hardware, ranging from laptops, mobile devices and routers and more. We also cover advanced technical support problems relating to viruses, malware, security and other online threats.

3. What hours can I contact you for support? What methods are available?

You can contact support 24/7/365 via your MyApps page and get in touch with us via chat, email or by calling our support line.

4. How many times can you contact support with a subscription?

You can contact support as often as you need! With an active subscription your support is unlimited.

5. Will you provide support for non-marketplace applications?

Of course! Our support team are experts and will be happy to offer support on any of your licenced applications.

6. How does remote takeover work?

Remote takeover enables our agents to access and control your computer (with your permission) to fix a technical issue. To initiate a remote session, you'll need to install a temporary remote takeover application, which your agent will provide with a secure link and code to enter. The agent will then be able to communicate with you and control your computer through the application.

You should also note that the technical support agents will only access information related to your support inquiry.

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