

The Cimino Group, Inc. Help Desk

Professional, Certified Experts Supporting Your Business

Full Problem Resolution & Expert Customer Service

In the world of IT, problems happen. Computers crash, passwords are lost, email stops working, and the list goes on. And without proper technical support in place, these problems can bring your business to an abrupt – and potentially damaging – halt.

With The Cimino Group, Inc.'s Help Desk, you can enjoy peace of mind knowing that our certified technicians can quickly and efficiently resolve even your most complex technical problems.

Proactive Care & Maintenance

Not every support issue can be called a catastrophe...until it prevents you from being able to do your job. We're here to help you stay ahead of the curve, so you can focus on growing your business – and to do so, we've adopted a proactive approach to network monitoring and IT maintenance.

That's why our help desk is a seamless extension of our remote monitoring platform. So when you call to report an issue, there's a good chance we're already aware of the problem you're experiencing – and are actively working to resolve it.

Our technicians receive regular training, coaching and quality review to continuously sharpen their skills, and they're backed by a team of professional supervisors and managers to ensure consistency and unmatched service delivery. Our technology certifications include:

Help Desk Certifications

Office 365
Office Word 2010
Office Word 2007
Office Word 2002
Office Outlook 2010
Office Outlook 2007
Office Outlook 2003
Office Outlook 2002
Office Excel 2002
Office Powerpoint 2002

LEXMARK
Certified Associate
Mac Integration 10.8

Microsoft
CERTIFIED
IT Professional

Enterprise Desktop Administrator on Windows®7
Enterprise Desktop Administrator on Windows®7
Microsoft Windows Vista
Enterprise Support Technician on Windows Vista
System Engineer NT4
Windows 2000 Server
MCSE
Microsoft Certified Technology Specialist

The Cimino Group, Inc.

Help Desk Support Covers:

- Microsoft and Apple operating systems
- Microsoft Office and leading third-party applications
- E-mail applications and Web browsers
- Thin clients and virtual desktop infrastructure (VDI)
- Hardware and network troubleshooting
- Printer installation and support
- Mobile phones and tablets
- User administration
- Workstation performance issues
- Virus and malware infections

For a complimentary network assessment and more information, please contact us:

www.theciminogroup.com

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