

Help Desk Support

Increase identification, analysis, and resolution of issues with a single point of contact, day or night.



Phone Services



Self-Submission



Email Services

Reliable IT Help Desk Services and Support For Your Organization

Looking for reliable IT help desk services for your business or organization? We're small enough to help your developing business tackle growing technology pains, and large enough to handle Fortune 500 enterprise-level workloads.



Outsourced Help Desk Services

At GDC, we offer comprehensive outsourced help desk services designed to help your company thrive.



Overflow Help Desk Support

When help desk calls meet a certain threshold, they'll roll over to our team instead.



Full-Service 24/7 Help Desk

With our 24/7/365 IT Help Desk, your employees are always in touch with the IT support they need.



After-Hours Help Desk

GDC offers effective and reliable after-hours IT support when your team needs it most.



Supplemental Help Desk Options

GDC backups your existing IT team, providing in-house service desk support when you cannot.



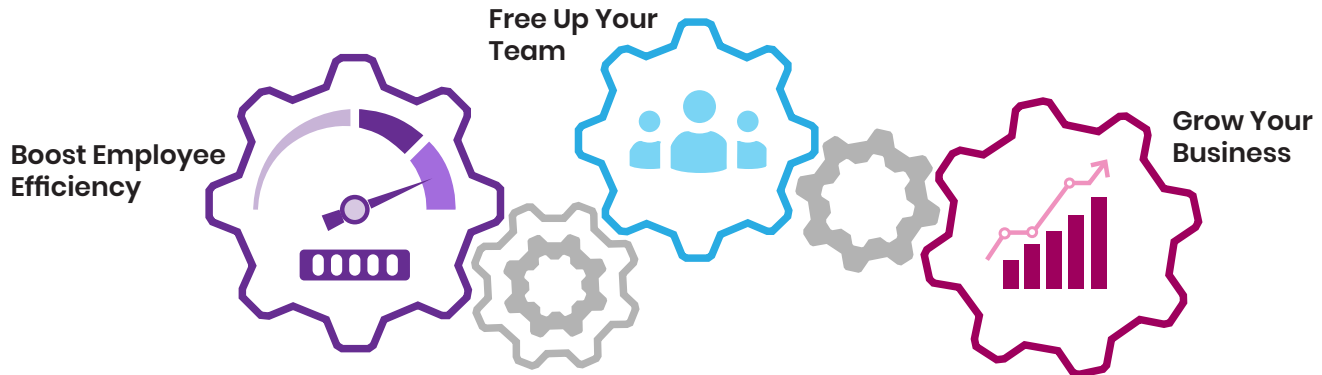
Industry Compliant Help Desk

GDC offers industry compliant services protecting sensitive PPI throughout the resolution process.



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How Can GDC Help?



Resolve IT Issues: We'll learn as much as we can about your technical environment and use this information to help us better tackle your IT problems.



Support Your Business Success: To help you achieve your goals; we enable you to reduce costs, boost productivity, and minimize downtime with our Service Desk.



Provide Tailored Support: We consider your call volumes, business goals, and customer needs to create the solutions for you while allowing you to scale up or down as needed.



Collecting Metrics: Help desk metrics allow companies to track the performance of their customer support efforts and measure customer satisfaction.



Evaluating Performance Feedback: Collecting internal employee feedback can also be beneficial. This feedback helps companies address employee-specific issues.



Ongoing Innovation: IT is always evolving, and we evolve alongside it. As technologies change and new problems arise, our team stays agile and modifies our approach to meet modern demands.

Benefits of IT Help Desk Services From GDC



Reduced Costs: With an IT help desk, you can minimize your organization's labor and infrastructure expenses.



Best Practices: We'll apply our ITIL-based service management to your IT to ensure we resolve all service requests and IT incidents with efficiency.



Smarter Ticket Escalation: Our IT experts use their knowledge and experience to determine the best course of action for escalating tickets.



Faster Ticket Resolution: We train our dependable team members to resolve help desk tickets as quickly and efficiently as possible.



Analyzing How and Why Issues Occur: Developing a strategy to fix the issues at hand, enabling team members and service desks to operate at optimal performance levels.



Quantifying Customer Satisfaction: By using several key indicators to quantify these variables, an organization can develop goals and build effective strategies to accomplish them.

