

## An Award-Winning 24/7 US-Based Help Desk



We believe everyone deserves tech support that's not just responsive, but transformative. Our U.S.-based Help Desk delivers fast, professional support, 24/7/365. Whether you're scaling fast or simply need a steadier hand on day-to-day operations, we integrate seamlessly with your existing infrastructure to support your people with clarity, consistency, and care—one solved ticket at a time.

### Why Managed Solution?



#### **24/7/365 National Help Desk**

Our help desk team is 100% US-based and are able to support clients at any time, in any time zone.



#### **AI-Enhanced Systems**

Our reporting and ticketing systems are enhanced by AI and enable proactive remediations.



#### **Co-Managed IT Services**

Our flexible offerings are designed to complement existing IT teams, providing additional support and resources as needed.



#### **Microsoft Certified Engineers**

As a top-tier Microsoft partner, we specialize in Microsoft technologies, ensuring expert handling of related IT environments.

### Get Started Today

[www.managedsolution.com](http://www.managedsolution.com)  
[sales@managedsolution.com](mailto:sales@managedsolution.com)  
888.563.9132



## 95.5%

Customer Satisfaction Score

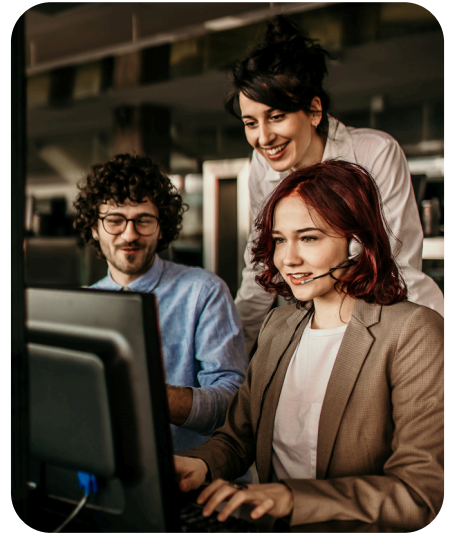
# Our Flexible Support Offerings

## LEVEL 1

### Remote Monitoring & Management

Utilize our tools to monitor and manage your devices and servers.

- 24/7 monitoring and incident alerting
- Patch management and updates
- Anti-virus and malware protection
- Asset inventory
- Remote access capabilities
- Business intelligence reporting



## LEVEL 2

### Help Desk Support Services

Enjoy the protection from remote monitoring services, plus 24/7 access to our help desk for support every day of the year.

- ITSM Ticketing System
- Robotic Process Automation
- End-to-End User support
- On-Premises and Cloud Server Management
- Network Management
- Security Management
- Microsoft Application Support

## LEVEL 3

### Onsite Support

Get the full package: remote monitoring, 24/7 help desk access and in-person support. Our expert field engineers provide regularly scheduled onsite visits to deliver white-glove service and hands-on assistance.

*The IT sector at our organization was enhanced when Managed Solution came on board. I would like to take this opportunity to tell you how impressed the staff and I are with your engineers. They are knowledgeable and able to appreciate and solve any problems that have arisen. They are thorough in their questions in order to understand and analyze a situation. They take the initiative and do whatever needs to be done to resolve an issue.*

Jackie Clark, VP of Finance

**Ready to Start  
Transforming Your IT?**

**[CONTACT US TODAY](#)**