

24/7

Support Desk

*Uninterrupted IT support,
anytime you need it*

Your business's success hinges on uninterrupted access to IT support and services, and your end users have high expectations when they call your service desk: fast diagnosis, clear communication, efficient resolution — and a great attitude. However, many organizations struggle to meet these expectations due to the cost of maintaining a 24/7 service desk, high staff turnover, and time spent resolving issues rather than preventing them.

Services You Gain

Round-the-Clock IT Support

You can call for assistance 24/7, ensuring that you have access to IT support whenever you need it. We are always available to diagnose and resolve issues quickly, minimizing downtime and keeping your business running smoothly.

Expert Issue Resolution

Get access to an experienced support team that excels in diagnosing and resolving IT issues efficiently. We prioritize clear communication and effective solutions, ensuring your end users receive the help they need promptly and professionally.

Preventative Maintenance

Beyond just resolving issues, we focus on preventative maintenance to reduce the occurrence of future problems. This approach helps to maintain the stability and performance of your systems.



The Ascend Advantage

Experts You Can Trust

Award-Winning Team

Team Ascend's renowned experts are some of the best in the industry. Ascend consistently ranks among the top MSPs in the country, earning positions on award charts such as Channel Future's top 501 MSPs, the CRN MSP 500 & Elite 150, and Inc. 5000.

ITIL-Based Processes

Our unwavering mission is to maximize efficiency by making the onboarding, implementation, and rollout journey seamless and enjoyable. Leveraging the ITIL framework, we bridge the gap between security and compliance to enhance overall effectiveness.

Zero Trust Security Approach

Adopting a "trust no one" strategy safeguards your company information from the inside out. We'll implement continuous authorization, strict access controls, and ongoing monitoring for your ultimate protection.



teamascend.com



Ascend
TECHNOLOGIES