

Managed Help Desk

Remote support for the everyday technology issues that interrupt your team. Clear scope, documented requests, and a defined path for issues that need specialist attention.



Remote support - Conceptual service image

From interruption to a clear next step

1 Request

Phone, chat, email, or a callback through your configured support channels.

2 Diagnose

A technician reviews the issue and assists remotely with approved access.

3 Resolve or escalate

Document the work; route specialist, hardware, or project needs to Massive IT.

Practical support for your employees

Support area	What your team can request
Workstations & performance	Troubleshoot supported Windows and macOS, application crashes, printing, and slow PCs. Identify hardware faults for escalation; physical repairs are separate.
Email & productivity	Help with Microsoft 365, Outlook, Google Workspace email, Mac Mail, and common browsers. Configure Outlook profiles and individual mailboxes or distribution lists.
Accounts & access	Reset passwords, unlock accounts, adjust approved file permissions, and handle individual user/account changes using documented authorization.
Applications & PC setup	Assist with individual PC setup and approved, licensed application installs. OS upgrades and firmware changes require documented approval.
Remote & virtual work	Troubleshoot approved home-PC/VPN issues and supported remote desktop or cloud workspaces when remote access and permissions are in place.
Endpoint & file assistance	Investigate individual endpoint performance/security issues, coordinate patch scheduling, and assist with file recovery where a supported recovery method is enabled.

Business Hours

Monday to Friday 8AM to 6PM EST

contact us by phone, email, or chat

Ready for day one

Enroll supported devices and authorized contacts; enable remote access; document access approvals, licenses, recovery tools, and escalation contacts.

Specialist work is scoped separately

Separately scoped: on-site visits, hardware repair, firewall/network changes, migrations and bulk projects, MDM administration, database repair, ISP outages, vendor coordination, and unsupported backup products.

Service overview, not a contract. Availability and exact inclusions depend on your selected services and signed statement of work. Backup, licensing, and specialist services are not automatically included.

MANAGED IT SERVICES

Managed Help Desk: a closer look

Responsive, friendly support for your employees with clear service levels and documented resolution.

From challenge to coverage

SIGNS IT IS TIME TO ACT

- 1 Staff emailing whoever they know when something breaks
- 2 Requests lost between a phone call and a sticky note
- 3 The same problem recurring with no record
- 4 No visibility into what support actually costs in time

WHAT THE SERVICE COVERS

- Single point of contact for staff requests
- Ticket triage and prioritisation
- Remote and on-site resolution
- Request and change logging
- Recurring issue reporting

Where support can give time back

Area	What we review	Why it matters
Repeat requests	Ticket volume, handling time and recurring causes	Identify repeatable fixes instead of resolving the same issue again.
Employee interruptions	Time spent waiting or troubleshooting	Prioritize the support issues that interrupt productive work.
Routine administration	Hours spent on repeatable tasks	Separate automation opportunities from hands-on support needs.

The estimate uses your time and target assumptions; recovered capacity is not guaranteed savings.

How an engagement runs

01

Discover

Review the current environment, priorities and constraints with your team.

02

Plan

Agree scope, owners, timing and how success will be reviewed.

03

Deliver

Carry out the agreed work with documented changes and checkpoints.

04

Review

Revisit results, open items and next priorities on an agreed cadence.

What good looks like

The results this service is designed to support. Actual results depend on your environment and the agreed scope.

One place to raise and track a request

Issues resolved without internal staff being interrupted

A record that shows what is slow and why

Recurring problems identified and fixed

Questions clients ask

What are your help desk hours?

Monday to Friday, 8:00am to 6:00pm Eastern, by phone, email, or chat. Anything outside those hours follows the escalation route agreed in your service terms.

Can you work alongside our internal IT person?

Yes. Co-managed support is common — your staff handle what they prefer, and requests they cannot take are routed to us with the ticket history attached.

Your next step

Free self-assessment

Help Desk & Automation Savings

Estimate support time that could be recovered.

massiveit.com/help-desk-assessment

Talk to an engineer

Book a consultation

Walk through your environment and get a scoped recommendation.

massiveit.com/consultation • (813) 518-5454

RELATED MANAGED IT SERVICES SERVICES

Managed Endpoint Services • Managed Server Services • Network Monitoring and Management • IT Infrastructure Management • Virtual CIO Services • IT Strategy and Roadmapping

Scope, licensing and service levels vary by environment and are confirmed in your agreement. This overview describes typical engagements, not guaranteed results.