



NCI Support

Having a support team available any time of the day allows your employees to better focus on your business.

Why use NCI Support?

Many organizations struggle with providing effective and timely technology support to their employees. In addition, staffing a help desk can be challenging. Finding and keeping talented individuals, along with high turnover results in gaps of skill sets and loss of knowledge that experienced employees take with them. Our staff will show you the true value of a fully-staffed and trained help desk team, available any time you need it.

- Get a support plan that allows you and your team to leverage technology experts
- Have access to technology services including help desk, training, onsite and website support
- Rest easy with guaranteed response times, assuring fast resolution to any issues that may arise

What's included with NCI Support?

Our staff of over 25 engineers and support professionals will help keep your technology up and running and ensure you have answers to every IT issue.

- Service-level agreements
- Ticket tracking & reporting
- Guaranteed response times
- Fixed fee or time & materials support plans
- Tiered support structure
- Staff augmentation

Benefits

**FLEXIBLE
SUPPORT
LEVELS**

**INCREASE
PERFORMANCE**

COST EFFECTIVE

**THREAT
MITIGATION**

**REDUCE
ADMINISTRATION
TIME**