

When you're ready to put the latest technology  
in your hands, and the help you need to  
make it work, we are Your Clear Choice in IT.

**WE SHOULD TALK.**

**Technology**  
 **Partners**<sup>®</sup>  
Your Clear Choice in IT<sup>™</sup>

Call us today: (877) 636-1331  
Visit us online: [technologypartners.net](http://technologypartners.net)

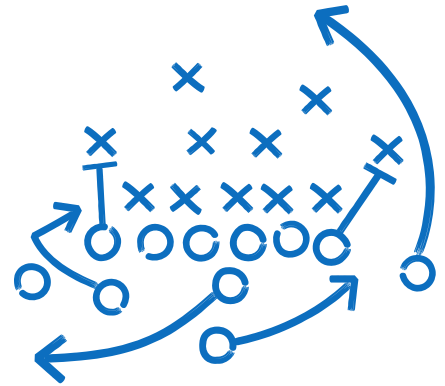
# OUTSOURCED HELPDESK & SUPPORT

Get the help and expertise your business needs  
without the overhead of an internal helpdesk.

**Support for your vital IT infrastructure doesn't have to be scary.** Depend on a partner you can trust and let Technology Partners be your source for helpful technical know-how. We have the expertise you need, and the track record to back it up.

### **An Experienced, Personalized Approach**

With a seasoned IT professional as your single point of contact, you get the peace of mind that comes with having a specialist that knows you, your systems, and your IT history inside and out. Your rep will work with you during the initial assessment to make recommendations that get you ahead of issues, letting you get back to running your business.



### **Why Use a Managed Service Provider?**

Using the team of specialists at Technology Partners allows your users to resolve their IT problems in very little time, which can have a positive impact on your bottom line. And by employing best practice solutions across all of your IT needs, we can be your new go-to team when the need arises.

*I appreciate everything that Technology Partners did for us. This was the smoothest implementation I've ever seen.*

Angela Louis  
Hughes Harris

**93%**

OF TICKETS CLOSED  
IN 24 HRS OR LESS

CLIENT SUCCESS STORY

# ASSET MANAGEMENT FOR ENHANCED IT ENVIRONMENT

**Technology Partners**  
Your Clear Choice in IT™

## Lacking a dedicated internal helpdesk resource, our client needed a consistent support option.

### The Challenge

Our client lacked a dedicated internal technical support resource to effectively manage their systems, inventory, and technology. The productivity issues caused by outdated software and slow systems, and the **money wasted on unnecessary or redundant equipment** left them looking outside for help.

### The Plan

Technology Partners came into the project looking to **eliminate waste, increase productivity, and implement accurate inventory tracking**. By evaluating the technical needs of each user, ensuring their computers were installed with the right software and programs were up-to-date, Technology Partners set out to save the client significant time and money.

### The Results

The implementation of an inventory management system allowed the client to get an accurate picture of what existing hardware needed to be upgraded or replaced. Users experienced a significant increase in productivity due to properly tuned computers, and **consistency across upgrades and maintenance led to 40% less downtime**.



Over 40% less downtime experienced by client.

### 42 of Businesses

see a reduction in IT costs when outsourcing support

Find more success stories at [technologypartners.net/success](https://technologypartners.net/success) and see how you can utilize our decades of experience to give you added peace of mind. **Together is just better.**