

Your MSP Help Desk, Your Way, Our People!



Scalable, North American based Support!

Grow your Business with GMS Live Expert!

GMS Live Experts easy integration and utility for diverse requirements across your MSP client base make it the most cost-effective solution to grow your business, including:

- ✓ 24/7 Phone and Chat Helpdesk support for PC's, MACs, Peripherals, Mobile Device's, L1 Server their Apps!
- ✓ Support for all mainstream Commercial Application Software
- ✓ Optional Proprietary Software Support
- ✓ Tight integration with your PSA, workflow tickets our way – or have us take the front line interactions directly.



Grow your business and expand your services ...without spending a dime!

When you partner with GMS to provide the backbone for your customer Helpdesk and Support Services, you gain the control and freedom to focus on your most critical priorities; growing and running your business without interruption. Your resources automatically scale to meet new and extraordinary customer requirements without the strain of incremental staffing issues and increased operating or capital investments.



Seamless Help Desk Support with Detailed Onboarding

Upon signing with GMS, we initiate our 30 day onboarding process and run through not only setting up your unique local help desk line and your branded chat engine – but also comb through all of the site support details for your initial client to be supported by our team. By gathering as much information as possible up front, we are able to hit the ground running and deal with issues just as your internal team would. Once this initial onboarding phase is complete, we can get up and running with new clients in a matter of days.

Flexibility and Integration to Work the Way You Want To

With our MSP Partner Program, we blend our infrastructure with your own to provide the best of both worlds. We will work with the tools and processes you have in place, while placing our own extensive resources and capabilities at your disposal to fill any gaps or enable you to break through limitations that are constraining your business development.

In Depth Help Desk Reporting

Our account management team provides you with a direct contact point in the event of any questions, or feedback for future support improvement with your clients. This same team also delivers help desk metric reporting on a monthly basis – so you not only get the day to day feed of issues handled through your PSA, but also the big picture to identify new opportunities.

GMS Live Expert MSP Helpdesk Features

Scalable Resources without the Overhead

Your resources automatically expand as you gain new customers or the scope of your customers needs expand, without the challenge and investment in new in-house technical staff.

White Labeled MSP Branding

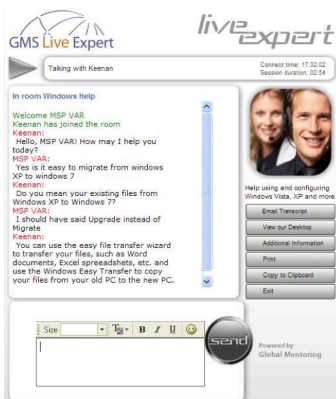
GMS Live Expert can work completely in the background and under your MSP brand. We can provide various levels of white labeling and systems integrations from chat to phone greetings and email masking if needed. No situation is the same, so our flexibility on this piece is of utmost importance to ensure a successful partnership.

Integration with MSP PSA

We support a tight integration with all mainstream PSA platforms such as Autotask and Connectwise to ensure effective service tracking, communication and escalations between our agents and our MSP partners..

Flexible RMM tools

We integrate with all major RMM tool such as Level Platforms, Kaseya, Zenith, Labtech or GFI Max to name a few. We even offer no additional charge access to our volume LPI licensing. Deploy and leverage our tools to reduce your expenses..



Full Suite of Support Plans and Services

Working with each MSP partner, we design a full suite of workstation and help desk subscription services to meet the variable needs of your clients. One size doesn't have to fit them all!

Our MSP Help Desk stands behind it all!

100% North American Certified Experts

Accurate and effective communications from our North American team ensures the highest standards of customer support and issue resolution.

24/7 Voice and On-Line Instant Chat

Supporting all approaches to customer contact ensures convenience and comfort for your customers; providing support the way you've established or they prefer.

Application Software Support

In addition to technical, operating system and device assistance, we support all mainstream business and productivity software applications, as well as proprietary software. With an industry leading 1st contact resolution rate, our deeply skilled team ensures that no question goes unanswered for customers at all levels of experience, from the novice to the most demanding.

Expert's Screen Share and Remote Sessions

Exploiting advanced remote management and screen sharing technologies, our experts go well beyond providing 'break/fix' support to engaging end users with just in time 'how to' training, demonstrations and instruction to develop permanent skills and productivity gains for your customers' key personnel – not to mention the use of your RMM tool if the job requires it!

Get in touch with GMS today!

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