

Unlimited Help Desk Support Business Hours

Unlimited Help Desk from System Architects provides your staff with Unlimited Help Desk IT support during business hours or upgrade to 24 hours a day, 365 days per year at a low per user monthly cost.

With our multiple call centres your staff has access to trained IT technicians for unlimited support during business hours to help with a wide range of IT problems. Trained IT Technicians are a simple phone call away and with remote access to your PC they can resolve your problems in a quick and efficient manner.



Support Coverage**

Monday to Friday
From 8:30am to 5:30pm
Excluding Weekends and Statutory Holidays

Cost*

Unlimited Help Desk Support Business Hours costs **only \$49.95** per user per month.

Supported OS

Microsoft Windows Vista, Windows 7, Windows 8, Windows 8.1, Windows 10 & Mac OSX

Supported Office Software

Microsoft Office 2003 through 2019 (includes Word, Excel, PowerPoint, Access)
Microsoft Outlook 2003 through 2019 (including Express)
Microsoft Office 365 (all versions)
Internet Explorer 6 and above, Mozilla Firefox, and Google Chrome
Third Party/Proprietary Software on a best effort basis.

PC and Network Troubleshooting

Network connectivity
General PC hardware diagnosis
Printers, drivers, and queues
Database connectivity
Mobile Devices (including, but not limited to: Apple, Android Windows Mobile and Blackberry)
Setup and Configurations* Synchronization troubleshooting

Administrative Tasks

Create user accounts and groups
Create mailboxes and distribution lists
Reset passwords
Unlock domain accounts
File/Folder permissions
Microsoft Outlook profile setups

AntiVirus and Spyware/Malware

Scans and removal

Related Services

Unlimited 24/7 Server & Network Support
Managed IT Support including Onsite Support
Private Cloud Hosting
Enterprise Hardware
Offsite Backup

For a full list of covered items and to learn more about Unlimited Help Desk Support from System Architects please contact your Account Executive.

*Prices and support coverage and technologies are subject to change without notice.

**Some support services require onsite support or level two support that is covered by System Architects Managed IT.



Full Services Technology Solutions

System Architects is a leading Canadian Outsourced IT Services firm providing a wide range of enterprise level IT services that today's businesses need to succeed in a global market.

A Canadian federally incorporated company, System Architects, established in 1997, has multiple data and delivery centres designed to support a wide range of IT services.

Our team is located in Toronto, Ottawa, Montreal and Vancouver with available capacity to support international clients, we provide a complete range of resources capable of delivering on a wide range of IT projects.



OUTSOURCED IT SERVICES

Provides your business with a fully functioning IT department without the need to maintain full time IT staff. With a wide range of support options you can select the level of support your business needs.



SOFTWARE DEVELOPMENT

Teams that design, develop, test & provide ongoing level one and two support customized to your unique requirements, with a wide range of supported languages, database, technologies and hosting solutions.



PRIVATE CLOUD HOSTING

Two data centres across the GTA provide the cloud services that host your business' IT systems with seamless integration into our other IT capabilities. Its a simple & cost effective hosting solution.



DESKTOP AS A SERVICE

Desktop as a Service (DaaS) with 24/7 Helpdesk Support from System Architects provides your business with a secure, cost effective way to give your employees a PC desktop without the traditional headaches of constantly buying, upgrading and managing PCs and with 24/7 Helpdesk support for your staff.



OFFSITE BACKUP

Our two data centres provide full offsite backup services for both PCs and Servers. Your data is safe, secure and kept in Canada.



DISASTER RECOVERY

Combining our IT Consulting, Private Cloud and Enterprise Hardware capabilities we can design, deploy and support DR solutions that can fit your business goals and budget.



ENTERPRISE HARDWARE

Never again pay retail prices for your business enterprise hardware. Our wide range of partnerships and purchasing power gives you a simple cost effective way to get the infrastructure your business needs.

Toronto

Ottawa

Montreal

Vancouver

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