



Helpdesk as a Service

An IT support solution provided by Cyberlocke to organizations seeking efficient and cost-effective ways to manage their customer or internal IT support needs. With us, you can utilize a single point of contact dedicated to assisting end users with IT issues, providing reliable answers to questions, and resolving problems quickly.

Experience matters. Technology empowers better customer and employee experiences so you can accelerate and win. Cyberlocke can work with your team to understand your vision and advise on the best choices to meet your needs and budget today, and in the future.

Ticketing System

The ticketing system offered by Cyberlocke empowers users to effortlessly submit their support requests or report incidents. Our system ensures a smooth and structured process for users to seek assistance. Upon submission, each support request is promptly allocated a distinctive identifier that serves as its digital footprint within the system. This identifier is a crucial element as it enables efficient tracking and management of the request throughout its entire lifecycle.

Multi-Channel Support

Helpdesk services offer a diverse range of communication channels, including but not limited to email, telephone, live chat, and web-based forms. This extensive array of options guarantees that end-users have the flexibility to contact support using their preferred means of communication, catering to their individual preferences and needs. Whether your user prefers the convenience of sending an email, the immediacy of a phone call, the real-time interaction of live chat, or the structured submission process of web forms, Cyberlocke's helpdesk services are designed to accommodate and respond to these various communication preferences..

24/7 Availability

Cyberlocke's Helpdesk as a Service (HDaaS) goes the extra mile by delivering continuous support, guaranteeing that customers and their employees have access to assistance 24/7, regardless of standard business hours. This around-the-clock support is a testament to our commitment to delivering prompt and reliable help whenever it is needed.

Remote Assistance

When a support request is received, Cyberlocke's skilled helpdesk agents can remotely establish a secure connection to the user's device, whether it's a computer, tablet, or smartphone. Through this connection, they can investigate the issue firsthand, identify the root cause of problems, and implement necessary fixes in real-time. This approach not only expedites the troubleshooting process but also eliminates the need for users to wait for an on-site technician, which can save valuable time and resources.

Technology leaders are being asked to deliver business outcomes without enough time, people, or budget. Cyberlocke understands that. We've built a business to help you deliver those outcomes and keep up with the rate of change.