



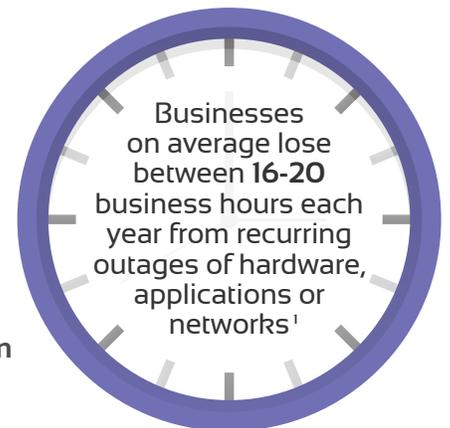
A vitally important and often overlooked element of any organizations' productivity and sustainability is to receive proper IT assistance on demand.

Help Desk Support

Customized Technical Assistance

Digital Pocket[®] understands that when it comes to technology, there will be a wide range of experience levels for end users. Therefore, we offer **on-site & remote desktop support** to help get users back on track when they hit a bump in the road.

Whether you are working within an application, downloading new software or are seeing error messages, our technicians will always be there to help. **We empower businesses by minimizing downtime with negligible impact on your time or budget.**



Network Support

Keeping you on the Grid

On average, businesses lose **\$70,000** in revenue per downtime hour.¹



Companies committed to proactive network monitoring have proven to **reduce their downtime** by as much as **85%** per year.¹



¹ IDC - Reducing Downtime and Business Loss: Addressing Business Risk with Effective Technology (2009)

It is crucial for organizations to acknowledge the importance of a secure network framework within business continuity planning. They must have effective & synchronized support over their network, cloud, mobile and data backup sites.

Successful businesses routinely evaluate and onboard **new technology to keep their business relevant**. Often however, new technologies require network protocols to be redesigned for capability and security. This can be a tall task for businesses to properly manage on their own.

Our suite of network support services range from design and implementation, to remote monitoring and security. We always offer complimentary on-site consultation for new clients to ensure your technology is never obsolete.

Digital Pocket[®] IT Services

Digital Pocket[®] provides responsive and professional Help Desk solutions to minimize or eliminate any downtime in your employees' workday.

We are capable of engaging with your organization however you see fit, whether it is acting as your **primary help desk or augmenting an existing solution**.

Our 24/7 network support team is there to provide an IT infrastructure that can keep up with the speed of your business.

