

Help Desk Services

Heartland Business Systems (HBS) provides both the proactive services to optimize efficiencies of equipment, as well as a response team to solve user issues.

Reduce technology challenges with high-quality remote support services

Help Desk Services from HBS serve as a complete extension of your organization, applying our expertise and experience on your behalf. We help to create an efficient, secure environment while reducing overall operating costs.

Remote Support Agent

With the HBS Help Desk remote support agent, our support team has complete visibility to the health of your equipment. HBS can monitor remotely for issues, push software, and script resolutions when persistent problems arise.

Patch Management

One key aspect of improving device performance is making sure it is running the most recent updates. With our patch management service, we evaluate the latest in Microsoft updates and apply the necessary patches down to your devices when the time is appropriate. In addition to patching Microsoft operating systems, we can also patch common 3rd party products such as Firefox, Adobe, Java.

Managed Anti-Virus/Malware

With the dramatic increase in Ransomware and Malware attacks, it becomes increasingly important for a

comprehensive security solution. One aspect of this that is a quality Anti-Virus Solution. Our centrally managed antivirus solution is built on the latest behaviorally-based technology offering used by advanced threat protection software. This means it is extremely lightweight with little impact to device speed. Since it's behavior-based, it is quick to respond to threats often undetected by its signature-based competitors.

Device Monitoring

HBS's Device monitoring platform allows visibility to device components such as CPU, Memory, & Disk Utilization, Windows Services & Process, and we can set critical thresholds for alerts. In addition, we can run scripts against certain alert criteria to ensure the greatest uptime for our clients.

Remote Help desk

Even with proactive services, users will have issues on occasion. HBS engineers can provide remote assistance to support you staffs when the need arises.

The HBS Help Desk is available Monday-Friday 7am-6pm CST with engineers waiting to take your call. For customers with 24x7 needs, on call support is available for an additional fee. Key areas of support include:

- Password resets
- Email issues (Exchange, Office365)
- MS Office tools and common applications
- Network connectivity
- Desktop software installation and troubleshooting
- Printer issues
- Mobile devices (iPhone, Android, iPads)
- Virus remediation

- Account setup and deletion
- Computer slowness
- Citrix Client Connections & More

Monthly Reporting

Our goal within the Managed Services team is that you never have to see us. This is the best indicator that we're keeping your systems running at their fullest potential. Of course, this doesn't mean we are not working for you in the background. For that reason, we provide our help desk clients with monthly reports noting the services performed on all of their HBS managed systems.

Help Desk Service Plans

Desktop/Laptop Support	Agent Only*	Basic*	Preferred
Remote Support Agent	✓	✓	✓
Control Center Access	✓	✓	✓
24x7x365 Device Monitoring		✓	✓
Automated Patch Management		✓	✓
Automated Disk Cleanup		✓	✓
Anti-Virus/Malware Software		✓	✓
Anti-Virus/Malware Updates		✓	✓
Customer Portal Access		✓	✓
Remote Printer Support			✓
Unlimited Remote Help Desk (Business Hours)			✓

* Agent Only and Basic Service Plans can be supplemented with per hour remote Help Desk support. After hours support available for additional fee.

Start the conversation with our Help Desk experts



inquiry@HBS.net



1-877-212-2669

Locally engineered throughout the Midwest

HBS is proudly serving all of Wisconsin, Minnesota, Iowa and Illinois. For more information about HBS, our capabilities, and to connect with a team in your region, visit HBS.net.

