



## Tier 1 On-site and Remote Support

**Net Guyz, Inc.** is a dedicated IT services provider. The range of these services include your laptops and desktop computers, Windows Servers, network troubleshooting and design.

We also have you covered on phone system and internet services setup, along with planning and deployment of your data center.

### Ensuring IT **keeps** working

A new entry level for our services has been introduced to meet the demanding needs of businesses and individuals. Tier 1 technical support handles desktop and helpdesk support, the basic issues that can come up on a daily basis, this includes:

- Desktop support delivered onsite or remotely - over the internet.
- Windows installation, troubleshooting and setup.
- Printer setup and troubleshooting.
- Anti-virus solutions.
- Basic networking issues.

This service is delivered exclusively by our Tier 1 support technicians for your small to medium sized business. The goal is to allow you to focus on expanding your business and allow your IT infrastructure to continue to operate seamlessly.

We will work with you and your employees to ensure that your IT issues are fixed as efficiently and economically as possible.

Whenever you are using Tier 1 support and the circumstances of the situation need more advanced troubleshooting or inspection you will be upgraded to Tier 2 support.

For questions concerning this service or other services from Net Guyz, Inc. contact us at (408) 429-8021 or email us at [info@net-guyz.com](mailto:info@net-guyz.com).



**Net Guyz, Inc.**

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