

Solutions

Help desk

Professional, certified support

With a basic service offering inclusive of antivirus and anti-malware licensing along with security patching, Truis offers a scalable solution to keep on top of the tasks necessary to keep the lights on and reduce threats from software vulnerabilities.

Through chat, phone and email, our Help Desk delivers an unparalleled user experience because we care about your users as much as you do. Calls

are answered in the first minute and our low, fixed monthly fee is a fraction of what it costs to staff and operate an internal help desk – we'll even absorb daily routine maintenance and troubleshooting, so your employees can focus on important, revenue-producing projects.

Included features	Basic	Advanced
Hardware & Software Audits	✓	✓
Performance & Preventive Maintenance Reports	✓	✓
LogMeIn Pro Remote Control	✓	✓
LogMeIn Pro Remote Control (end-client access)	✓	✓
Patch Whitelisting Service	✓	✓
Antivirus Management	✓	✓
Web-based Management Portal	✓	✓
Desktop Performance Monitoring	✓	✓
Administrative Scripting	✓	✓
Policy Management	✓	✓
Client Communicator with Self-Help Centre	✓	✓
Antivirus License	✓	✓
Anti-Malware Pro Software	✓	✓
End-Client Help Desk		✓
Personalised Answering		✓
Windows, Mac & Mobile Support		✓
Administrative Tasks		✓
Virus & Malware Removal		✓
Software Installations		✓
Monthly price	\$15 per device	\$40 per device

Note: All prices on this document are in \$AUD, excluding GST