

PSM Service Desk Solutions

To help your team thrive



SERVICE DESK EXPERT

We understand, more than ever, your employee's reliance on technology to manage their workload. PSM's team of IT support experts are here to assist.



Triage

PSM Partners fields the initial support requests with live answer, prioritizes tickets with expediting workflows, classifies the ticket & assigns it to one of your engineers based on ITIL best practice.



After Hours

To ensure your business gets around-the-clock support, we handle all end-user requests from start to finish from 6 PM CST to 7 AM CST. We can leverage your ticketing system or integrate it into ours. This service offering pairs well with our Triage services.



Overflow

Our experienced engineers can be an extension of your support team, scaling on-demand during peak business cycles. We can work out of your ticketing system or extend ours to your team.



Full Service Desk Support

We provide full 24x7x365 White glove end-user support. Day or night, we are here to support your employee's needs. This includes PSM's ticketing system, documentation, trend analysis, and real-time metrics. Tickets are handled start to finish by our experienced service desk team.

CONTACT US

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