# Help Desk-as-a-Service (HDaaS)

The Help Desk-as-a-Service (HDaaS) Standard, Advanced and Elite subscription offers 24/7 real-time assistance for end-users across a 1-year span. Our team of technology experts will provides unlimited technical support & training, install and configure antivirus software, diagnose and remove viruses, and more. We provide on-demand support to solve any technical issues your customers might have via call or chat.
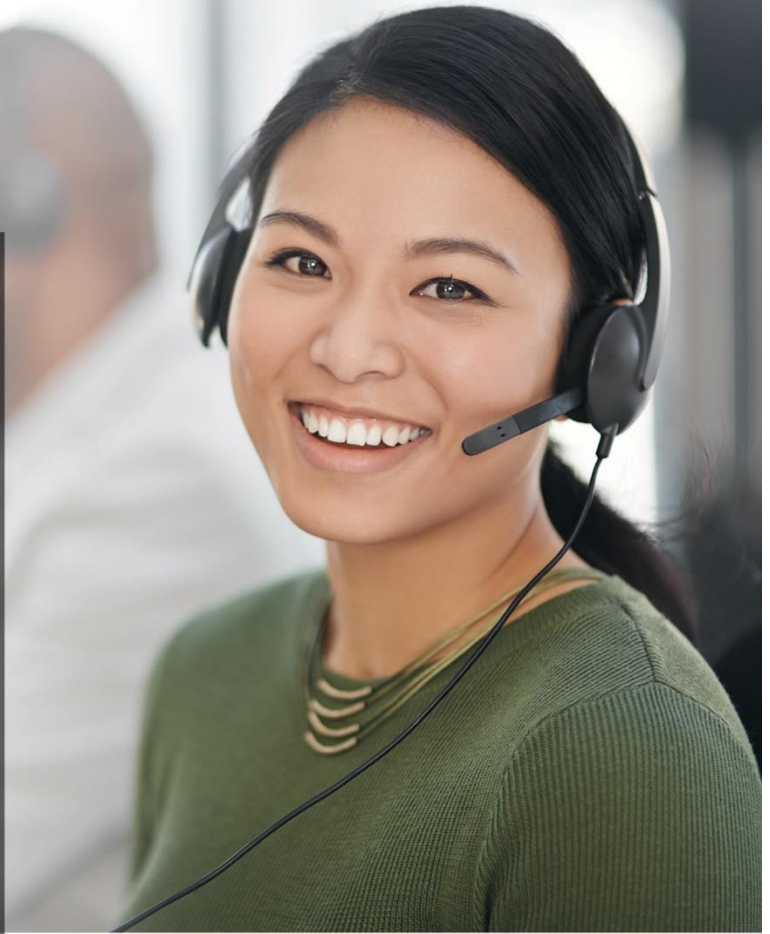
HDaaS ADVANCED AND ELITE SUBSCRIPTIONS:

Utilize our remote agent installed on the device so users can view real-time PC performance such as CPU usage, RAM, and hard drive capacity.

HDaaS ELITE SUBSCRIPTIONS:

We'll provide an advanced level of managed device security included but not limited to support for firewalls, PCI compliance, network security.

Help Desk-as-a-Service (HDaaS) **Standard**

SERVICE SCOPE

In-Scope:

Microsoft CSP Premium Elite – software licensing support

Note: Level I/II logged escalations to Microsoft would require the acquisition of the Microsoft software licensing from D&H Distributing.

Unlimited 24/7 Technical Support
- North American-based Call Center: 24/7 access to our team of experts via live chat or phone.
- Certified Remote Technicians: All maintain CompTIA certifications to ensure proper support and resolution of IT needs.

Network Connectivity Support
Support to ensure users are connected and able to access their network. Existing ISP required.
- Configure existing networks- Files, Printers and Print Sharing.

Diagnosis & Removal of Viruses, Spyware, and Malware
Diagnose and remove viruses, spyware, and malware affecting the user system.

Microsoft Office Setup & Support
Setup Microsoft accounts and install the applications (Microsoft Office license required).
- Ensure that Microsoft Office programs such as Word, Excel, PowerPoint, Outlook, and OneNote launch and run correctly. User must have access to ISP login/password.

Tech Coaching for Devices, Microsoft Office, and OS Support
Provide "How to" training, in the form of Tech Coaching; assist users in operating their device, provide Microsoft Office training, and answer any questions related to the operating system.

Software Installation Support
Troubleshoot installation related issues with user applications if they are not working properly.

Out-of-Scope:

Support will not be provided for:

- Any Operating System other than Windows 7, Windows 8, Windows 10, Chrome OS & macOS.
    - There is no support for Linux or older versions of Windows.
- Other application support: We do not cover applications other than the applications listed above.
- Software versions which are not final release (i.e., Beta versions of software).
- Networking, either wired or wireless, or internet connectivity: You must be connected to the internet to receive remote service from Remote Technicians.
- Hardware issues including domain or password resets.

SERVICE REQUIREMENTS

In order to obtain service, the following requirements must be met:

- For all services the customer must:
    - Have all necessary cables for attaching the computer to the peripheral.
    - The device must be in good working order.
    - Have device unboxed with all parts readily available.
- For all services, devices must have high-speed internet access and must be able to connect to the Internet.
- Customer must have administrator-level access to the computer for which the services are being provided.
- To install the remote agent, devices must have Android 2.3 or higher, Windows 7 (SP 2) or Windows 8, Windows 10, or iOS.
- All computers being serviced must have 256MB of RAM.
- All computers must boot to the desktop and connect to the internet via the customer's high- speed connection.

ENROUTE

Solutions: Consulting | Finance | Managed Services | Security | Technology
www.EnRoute.Global | Concierge@EnRoute.Global | +1.703.635.7463

Help Desk-as-a-Service (HDaaS) **Advanced**

SERVICE SCOPE

In-Scope:

See Standard In-Scope Offerings PLUS:

Hard Drive Capacity Monitoring
Our remote software agent automatically checks PC performance and provides real-time data.

Unlimited PC Tune-ups
Our remote software agent gives remote users the opportunity to run an unlimited number of PC Tune-ups including:

- Tuning operating system level settings for optimum performance.
- Configuring Windows Updates to automatically download and install the latest update.
- Repairing driver conflicts.

PC Health & Vulnerability Monitoring
Users have access to our software agent which proactively monitors overall PC health and notifies users of any vulnerabilities, both hardware and software.

Out-of-Scope:

See Standard Out-of-Scope Offerings PLUS:

- There is no remote agent capability for macOS.

SERVICE REQUIREMENTS

See Standard Service Requirements

ENROUTE

Solutions: Consulting | Finance | Managed Services | Security | Technology
www.EnRoute.Global | Concierge@EnRoute.Global | +1.703.635.7463

SERVICE SCOPE

In-Scope

See Advanced In-Scope Offerings PLUS:

PCI Compliance Evaluation
We'll scan a user's network to ensure it meets PCI compliance standards. Users are able to print out the network scan & map and submit to a PCI certifying entity.

Network Security Monitoring & Vulnerability Scanning
Utilizing our software agent, users will be able to run vulnerability scans to determine the security of their network. Our software agent will also proactively monitor any security threats.

Firewall Support
Our software agent will analyze if the network is up to date with security best practices by reviewing firewall policies, configurations, cipher settings, and more. Additionally, our software agent will perform a series of penetration tests to resolve any red flags.

Business Grade Application Support & Vulnerability Scanning
Under this plan, our technicians will be able to support several varieties of business grade applications such as the following:
- Antivirus Software (Norton, McAfee, etc.)
- IT Asset Management Software (Cherwell, G Suite, etc.)
- Sales/Marketing Programs (Salesforce, etc.)
- Accounting Software (QuickBooks, NetSuite, etc.)
- Web Browsers (Firefox, Google Chrome, etc.)
- Design Programs (Microsoft Publisher, Adobe Photoshop, etc.)
- Custom/Proprietary Software Programs
- Point-of-Sale Programs
- Ticketing Systems

Our software agent will scan for vulnerabilities and alert to any potential security threats or malware related to the software.

Account & Dark Web Vulnerability Monitoring & Scanning
We'll provide email and password monitoring services for each account which will identify if the information shows up on the dark web. Additionally, we will provide notifications if any of the information should end up online, enabling users to address any vulnerabilities.

Out-of-Scope:

See Advanced Out-of-Scope Requirements

SERVICE REQUIREMENTS

See Standard Service Requirements

ENROUTE

Solutions: Consulting | Finance | Managed Services | Security | Technology
www.EnRoute.Global | Concierge@EnRoute.Global | +1.703.635.7463

Help Desk as a Service (HDaaS) Feature Comparison

Feature	HDaaS Standard	HDaaS Advanced	HDaaS Elite
24/7 Tech Support	✓	✓	✓
Microsoft CSP Support Premium Elite	✓	✓	✓
US-based Call Center	✓	✓	✓
Certified Remote Technicians	✓	✓	✓
Phone & Chat Support	✓	✓	✓
Network Connectivity Support	✓	✓	✓
Diagnosis and Removal of Viruses, Spyware, and Malware	✓	✓	✓
Microsoft Office Setup & Support	✓	✓	✓
Tech Coaching for Devices, Microsoft Office, and OS Support	✓	✓	✓
Software Installation Support	✓	✓	✓
Hard Disk Capacity Monitoring	✗	✓	✓
Unlimited PC Tune-ups	✗	✓	✓
PC Health & Vulnerability Monitoring	✗	✓	✓
PCI Compliance Evaluation	✗	✗	✓
Network Security Monitoring & Vulnerability Scanning	✗	✗	✓
Firewall Support	✗	✗	✓
Business Grade Application Support & Vulnerability Scanning	✗	✗	✓
Account & Dark Web Vulnerability Monitoring & Scanning	✗	✗	✓