

SERVICE DESK SUPPORT FAQs

Q1: What does Service Desk Support cover?

A:

- 24/7/365 Device Monitoring (Firewall Switches, Access Points, Desktops and Laptops)
- Advanced Endpoint Protection (Webroot SecureAnywhere)
- Microsoft Management
- Third-Party Patch Management (Adobe, Java, Apple, Mozilla)
- PC/Laptop Health Screening
- Device Support and Problem Resolution
- Application Management
- Asset Management
- Third-Party Technology Vendor Management
- Does Not Include On-Site Technical Support

Q2: How much does Service Desk Support cost?

A: Please email support@heronmsp.com for pricing.

Q3: What are the hours to receive help?

A: Our US-Based remote Service Desk Support center is staffed 5 days a week, 8:00 AM – 7:00 PM EST.

Q4: How do I contact support?

A: Call Heron Managed Services at 859-759-4509 or email support@heronmsp.com.

Q5: What RMM do you use?

A: We use Continuum and ConnectWise.

Q6: Do you outsource your support?

A: No, we do not outsource support.

Q7: Support highlights

A:

- Experienced, polite technical staff
- Flat rate pricing
- Real time alerts via email
- Network Monitoring

Q8: What antivirus tools do you use?

A: We use Webroot SecureAnywhere – learn more here. We also use SentinelOne Endpoint Security.

Q9: Do you do DarkWeb scanning?

A: Yes, we use DarkWeb ID – learn more here.

SERVICE DESK SUPPORT FAQs (cont'd)

Q10: Is the data stored locally on my PC backed up with ICX?

A: Not unless you have additionally purchased Endpoint Data Protection through Heron Managed Services is an additional fee per user per month. This service includes:

- Daily Cloud Backup of PC/Laptop/Tablet/Smartphone
- 256-bit Encryption
- Up to 250GB Cloud Storage

Q11: Is on-site support included?

A: No, on-site support is additional to your monthly remote technical support and is generally billed at \$150/hr. Please reference question #2 for the link to our pricing catalog. **Contact support@heronmsp.com to request on-site support.**

Q12: What are some common helpdesk issues the Helpdesk Support Service would address?

A: While we handle a variety of more complex issues through the Helpdesk Support team, below are a few more common situations we help with:

- **Basic Wi-Fi Configuration Help** – The Support Team will attempt to determine if the End-User has a working Wi-Fi device and is locating a Wireless Signal using guidelines set for the most common types of Wi-Fi devices.
- **Login difficulties** – The Support Team will review with the End-User the correct format for the username on the log in pages. The Support Team will attempt to verify that the correct settings are enabled in the End-Users Browser and verify that the End-User is not using security software that may be blocking access.
- **E-mail** – The Support Team will provide the End-User with the settings needed to send and receive email over a wireless connection using the most common email programs.