



End User Support

InVision is committed to staying the course with you at every turn. We provide user support throughout the lifecycle of your enterprise's assessment, system deployment, and management term with a 24 x 7 service desk and desktop, application, and security system support you can rely on—even on the weekends.



INVISION HELPDESK BUSINESS HOURS

- ✓ Monday – Friday 8-5
- ✓ After hours/weekend support 5-8, 7 days
- ✓ Call answering service
- ✓ POC notification
- ✓ Service ticket creation
- ✓ HW & SW audits
- ✓ Performance/preventative maintenance reports
- ✓ Antivirus software management
- ✓ Customer portal
- ✓ Desktop performance management
- ✓ Administrative scripting
- ✓ Windows/Mac/mobile support
- ✓ Administrative tasks assistance
- ✓ Malware removal service
- ✓ Software installations

INVISION HELPDESK 24X7 SUPPORT

All business hours support features plus:

- ✓ Patch deployment
- ✓ After hours/weekend phone support
- ✓ 24 x 7 full remote support

AVAILABLE SOFTWARE SUBSCRIPTION ADD-ON

- ✓ SentinelONE Antivirus software
- ✓ Available for all subscription levels

