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Dalechek
People.Technology.Solutions.

Help Desk MSP (HDS)	Client	Dalechek
Windows PC workstations		
OS configuration, maintenance and monitoring		•
Remote assistance (Dalechek Agent install)		•
Antivirus monitoring and support (Dalechek Agent install)		•
OS troubleshooting		•
OS patching, service packs and updating		
OS peripherals support and troubleshooting	•	•
OS installation		
Windows hardware purchasing		•
OS licensing		•
Microsoft support and advanced support escalations		•
Active Directory account (RSAT) and local user account support		•
Azure active directory user account support		
User on/off-boarding	•	•
Local and networked printer and copier support	•	•
Printer and copier support escalations	•	•
Mobile device support		
Support for Microsoft Outlook email app		•
Support for 3rd party MDM cloud based or on-prem software	•	•
Support for Microsoft MDM cloud	•	•
Line of business applications (core apps)		
3rd party Application support (installed locally)	•	•
3rd party Application support escalations	•	•
Microsoft Office installation, configuration, maintenance, support and patching		•
Microsoft Office support escalations		•
Remote Connectivity		
Remote connectivity support (Dedicated Client)		•
Remote desktop, Published App Session support (With server or WVD MSP)	•	•
Remote desktop Server support and maintenance (With server of WVD MSP)	•	•

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Security Management		
Advanced Threat Protection		•
Always-on data and identity security		•
Definition based Anti-Virus		•
Real-time anti-phishing blocking of harmful sites		•