completecloud
POWERED BY AVATARA

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SERVICE MODEL

CompleteCloud provides a virtual and on-site team to make sure your tactical issues are being solved, and you have the strategic guidance as well.

CompleteCloud comes with 24/7 support, so your issues will be handled whether you are at work, home, or on the go. CompleteCloud users can reach our team via phone, email or our website.

COMPLETECLOUD USER

1% OF USERS SEND CASES A DAY

SUPPORT TEAM

BROWSER ISSUES

PRINT DRIVERS

EMAIL ISSUES

DELETED FILES

LOGIN ISSUES

APPLICATION ISSUES

REMOTE ACCESS

PHONE SETUP

VCIO
- workflow enhancements
- new software decisions
- IT strategic planning

PROJECTS DEPARTMENT
- migrations
- longterm software projects

ORDERS DEPARTMENT
- new users
- new software
- new equipment

TIER 2 & TIER 3
- escalated cases
- server builds
- 3rd party trouble shooting

FIELD TECH
- on-site support
- install/replace equipment

■ **VIRTUAL SUPPORT**   ■ **ON-SITE SUPPORT**   ■ **CLIENT**

RazorCity IT

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