

Help Desk

We can be the front line to your customers – Worldgate’s help desk services support the mission critical systems which run a district.

Why Worldgate?

In Education, District’s must maintain functional staffing levels at all times to ensure IT is facilitating student achievement and quality instruction. Worldgate’s experience in Help Desk services provides District’s the confidence they need to run their organization.

Worldgate works in public education to ensure enterprise technologies are facilitating student achievement and quality instruction. Worldgate’s experience in help desk services provide Districts the confidence they need to run their schools. We are capable of building from scratch or supplementing existing production support models within the IT organization.

A help desk acts as the front line to your end customers and contributes to the successful adoption of technologies within your culture. Highly functional help desks require a blend of proper staffing levels, developed service level agreements, efficient ticketing software, strong management and continuous training. Worldgate works with our clients to ensure these areas are supported and the help desk is providing high levels of customer service.

Worldgate brings over 20 years of experience managing, creating and improving tier 1 and tier 2 help desks which support mission critical systems. Our experience focuses on the development of service level agreements, staffing solutions, and ticketing system implementations. Worldgate prides itself on understanding the latest and greatest ticketing systems which align with our customers’ communication standards and policies. Worldgate has the experience and capability to fulfill your help desk needs so that you are able to embrace and support your end customers.

**Contact us today to see how Worldgate can
support your needs!**