

Managed Service Provider

Client:
Naprotek

Location:
San Jose, California

The Challenge

- Naprotek was not pleased with their current IT provider and was looking for a local IT/Managed Service Provider to help them with local Helpdesk support for their two locations with a total of 200 users. The locations were less than 3 miles apart.
- Naprotek was looking for an IT/Managed Service Provider who is compliant DFARS 252.204-7012 and technicians have U.S. citizenship due to the government work they deal with
- Naprotek needed 24x7 support and after hours cover


Our Solution

- Accend was able to provide a local Helpdesk Technician to assist them onsite with Helpdesk troubleshoot tickets and someone who could accommodate two of their locations, which were 3 miles apart
- Accend was able to provide a Help Desk resource who was a U.S. citizen to meet the DFARS 252.204-7012
- Accend was able to provide after hours and 24 x 7 support

The Results

- Naprotek's management team was pleased with the Helpdesk engineer provided
- Naprotek was able to meet their DFARS compliance requirements
- Naprotek had a smooth transition from their previous IT provider

Contact Us

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Services Covered



Managed Services



Full time On-Site Helpdesk Support



24 x7 Helpdesk coverage