

A blurred photograph of a modern office hallway with people walking, overlaid with a semi-transparent dark box containing text.

Professional services designed to help you get more value and better performance from your IT and Cloud Solutions.

IT Management Services

Virtual CIO and Helpdesk Support

For most companies, quality technical support for employees and customers is a necessity – but managing the people, systems and processes can be a real pain. Lume has the people, skills and experience to seamlessly manage your IT and Helpdesk Support operations.



Virtual CIO

Lume provides 'In-house' IT Management Services at a fraction of the cost of full-time CIO. Managing new technologies, multiple vendors, providers, service integrators AND all the day-to-day IT operations is a lot to handle. We can help you regain control of your IT and get back to focusing on your business.

Lume can deliver a more structured and efficient support operation by implementing systems and personnel management from a team of experts with a proven track record.

- Reduce overhead in staff and gain productivity from existing staff
- Consolidate redundant and fragmented systems
- Transparent vendor management
- Keep costs down and manage IT budget
- One point of accountability
- Organize infrastructure components into real, productive systems and assets
- Create structured and efficient support process that speeds incident time
- Deliver a better customer service experience
- Automate changes and processes for more efficiency and scalability



Helpdesk Support

Go home and sleep – we'll take the night shift

Our friendly, knowledgeable and professional staff can provide you superior customer service and support for your clients. Lume's Helpdesk Support lets you ditch the mundane and focus your resources on more important areas.

Highlights

- Efficient and more effective communication
- Faster response times
- Better user experience and service for your clients
- Free up your valuable technicians from mundane tasks
- Get back to focusing on what matters the most

Help Desk support includes:

- 24/7 Support
- Major desktop operating systems
- E-mail applications and browsers
- Microsoft Office and other leading third-party apps
- Desktop performance problems
- Thin clients and virtual desktop infrastructure (VDI)
- Hardware and network troubleshooting
- User administration
- Managed Antivirus and malware
- Content filtering
- Remote Monitoring

We're An Extension of Your Team

We pride ourselves on our ability to integrate with your team and provide the best customer service around.

Compliant-Ready Solutions

