



# SYNNEX Microsoft End User Help Desk Services

Provides end users with ISO 27001 Certified support on behalf of the reseller

## Support offerings include:

Administration Product Support for the end user's named contacts per onboarding requirements.

## End User Support Includes:

- How-To/General usage questions
- User management
- Installation/set-up
- Configuration
- Post-deployment end user break/fix
- General support issues
- Basic Troubleshooting

## SYNNEX Microsoft Cloud Solution Provider Support Team:

Microsoft SYNNEX Microsoft End User Help Desk Team will assist and qualify a case for triage escalation and management, if required, to SYNNEX Microsoft Cloud Solution Provider (CSP) Support Team.

**Ask our SYNNEX Microsoft Team for more information!**



## Contact Us

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