Access to cloud experts anytime, anywhere, whatever the problem

Does your team lack the skills needed to support your cloud apps or infrastructure?

When issues arise, you need comprehensive cloud support services that you can count on to ensure problems are resolved quickly and seamlessly.

WE CAN SUPPORT:

- Cloud-based app like Gmail and Office 365
- PC hardware, devices, and peripherals
- Security patches and malware removal

24/7

REMOTE WORK CREATES MANY CHALLENGES

As more companies move to remote and hybrid work environments, the strain on the IT team significantly increases - implementing, managing and providing technical support creates unnecessary challenges. With SmartSupport, you will access responsive, dedicated support professionals to cover comprehensive software, hardware and internet access related issues

Get your critical support issue addressed quickly by a technical engineer in one hour or less.

Maximize productivity with friendly assistance for end users and timely escalation for admins.

Move confidently and grow your cloud footprint with helpful guidance from experienced experts.

End-customers rate us highly for on-boarding, migration, and end-user support services.

96%
FIRST CALL RESOLUTION

FLEXIBLE SUPPORT OFFERINGS

Designed to help customers get the most out of their cloud investment

	SMARTSUPPORT STANDARD	SMARTSUPPORT M365 / GOOGLE	SMARTSUPPORT PREMIUM
Service Management	Service Desk	Managed Escalations	Technical Account Manager
Service Hours	24×7×365	24×7×365	24×7×365
Incident Support Levels	Level 1 / Level 2	Level 1 / Level 2 / Level 3	Level 1 / Level 2 / Level 3
Support Channels	Web / Email	Web / Email / Phone	Web / Email / Phone
SLAs	Priority 1: 2hr	Priority 1: 1hr	Priority 1: 30min
User / Service Requests	Tier 1-2 Cloud App	Tier 1-3 Microsoft	Level 1-3 Cloud App / Level 1-2 Devices
Proactive Support	Knowledge Base / FAQs	Onboarding / How-to Guidance	Technical Training / IT Runback
	Included at no extra cost	**Less than $4 per user/month**	**$14.95 per user / month**

CONTACT US

The best way to reach our team is via online form or by email. We will get back to you as soon as possible.

Chat Now

Use the "Support" button in the bottom right of your screen to chat with an agent

Email

help@appdirect.com, and a member of our support team will get back to you

Call Us

You can reach us 24/7 at 833-427-7762

NEED HELP RIGHT NOW? Submit a Request

ACCESS TO CLOUD EXPERTS ANYTIME, ANYWHERE, WHATEVER THE PROBLEM