



NTIVA SERVICE DESK:

SUPPORT CONTACT PROCEDURES

Response time is the number one thing our clients care about.

At Ntiva, we pride ourselves on offering a Service Desk that is staffed with fully trained technicians who can solve most problems on the spot - no waiting in a queue for someone who can't even fix your issue!

Additionally, we let our clients "self-triage" their problems. This means you can call into our service desk 24 hours a day for a problem as small as a printer not working, an issue on your iPad, or anything at all that YOU deem critical.

Need help right away? Call in and get help in 5 minutes or less. For issues that can wait, you can always send us an email and we'll respond within 24 hours.

If you need help with non-technical issues such as billing, procurement, projects or escalations, please call your Ntiva account manager who will be happy to assist.

HOW TO CONTACT THE NTIVA SERVICE DESK



703-738-2999

If you need immediate attention, please call us directly and wait for a technician who will begin troubleshooting immediately.



support@ntiva.com

If your situation is not impacting your immediate work, send an email and you will receive a response within 24 hours.