

Smart Hands

Flexible, On-Demand Technical Support—When and Where You Need It

Smart Hands is Microserve's agile, on-site technical support solution designed for organizations that need dependable desk-side, executive, or infrastructure support—fast.

Whether you're dealing with last-minute user issues, a national IT rollout, or short-term coverage gaps, Smart Hands delivers skilled technicians exactly where and when they're needed—including remote or distributed locations where your organization may not have staff on-site.

The Problem

Maintaining uninterrupted IT operations is a challenge for many organizations, especially when:

- Internal teams are understaffed or overstretched
- Support is needed in remote or distributed locations without on-site personnel
- VIP users require high-touch assistance
- Project-based or short-term tech support needs emerge unexpectedly

These issues can cause user frustration, operational delays, and inefficient resource allocation.

The Solution

Smart Hands is a flexible, responsive service that fills these operational gaps by deploying experienced technicians to your location, across British Columbia, Alberta, or nationally via Microserve's partner network. Our services include:

- Desk-side support for users and executives
- Network hardware installation and troubleshooting
- Asset lifecycle services (setup, deployment, decommissioning)
- IT deployment for remote offices, retail, and branches
- High-touch white glove support for VIPs
- Physical presence in remote or unstaffed locations

Highlights

- White Glove & Executive Support
- Desk-Side Tech Coverage (Short- & Long-Term)
- Network (Firewall, WIFI AP) Installs, Server Rack & Stack
- Asset Imaging, Setup, Secure Decommissioning
- Retail/Branch IT Support & Office Moves
- National Rollout Coverage
- Flexible Scheduling and Engagements

What Sets Us Apart

- **Rapid Deployment:** Fast access to technicians to address urgent needs.
- **Scalable Coverage:** Support available for a single site or a nationwide rollout.
- **White Glove Expertise:** Dedicated, professional service for executive users.
- **End-to-End Support:** From installation to decommissioning, we handle it all.
- **Flexible Engagements:** From single visits to long-term coverage, we adapt to your timeline.

Solution Benefits

- **Improved End-User Satisfaction:** Prompt, professional service minimizes disruption.
- **Increased Operational Efficiency:** Internal IT teams stay focused on strategic work.
- **Business Continuity:** Keep critical IT systems running, even during staffing gaps.
- **National Reach:** Consistent service across all your locations.

