

# YOUR FRONTLINE COVERED



## What We Do

Helpt delivers human, **on-demand IT support** that keeps users productive and teams focused.

We act as an **extension of your team** so your staff can stay focused on higher-value work.

### Support Built Around You

Every ticket follows a clear, defined path. No guesswork or lost handoffs.

Frontline requests handled fast.

Your processes, followed exactly.

Immediate escalation, when required.

Clean escalation bundles for handoff.



24x7x365

## 24x7x365

Give users immediate attention, with every request answered by a friendly, knowledgeable technician.



US-Based

## US-Based

All support is handled by US-based technicians who understand your users, tools, and expectations.



All Human

## All Human

No bots, no scripts. Every interaction is handled by a real person focused on resolution.



White Labeled

## White Labeled

Support appears as a natural extension of your team, preserving your brand and customer experience.



Scales With You

## Scales With You

Support grows with demand, without adding internal overhead.

Consider Your Support Team Helpt.

Helpt.

# HUMAN IT SUPPORT FOR GROWING TEAMS

Live, US-based IT support, available 24x7



## What You Can Expect

- ✓ Immediate First Call Response
- ✓ < 30 Minute First Ticket Response
- ✓ 75% of Frontline Ticket Target Resolution
- ✓ Clear Escalation Paths for Urgent Issues

## What We Handle

- Password resets and account unlocks
- Approved software installs
- Hardware and software troubleshooting
- Schedule resources such as other techs
- Execution of your resolution processes
- Issue triage and intelligent escalation

## Why Choose Us?

### 24x7 Human Support

A skilled team of real technicians respond quickly and keep tickets moving.

### Embedded in Your Workflow

We operate in your systems and follow your runbooks like part of your team.

### Clear Scope, Predictable Cost

Defined ticket paths and upfront pricing. No surprises.

#### Starter

**\$55** per ticket

50 Tickets  
Predictable support needs

\$2,750/month

#### Growth

**\$45** per ticket

100 Tickets  
Growing support demand

\$4,500/month

#### Scale

**\$35** per ticket

500 Tickets  
High-volume environments

\$17,500/month

**Ready to Strengthen Your Support Team?**

Contact us today!

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