



Ninja provides the industry's most advanced Remote Management and Monitoring Solution (RMM) to MSPs worldwide. Ninja now offers advanced integration with Live Virtual Help Desk's Network Operations Center (NOC) and Helpdesk services.

ABOUT LIVE VIRTUAL HELPDESK

Live Virtual Helpdesk (LVHD) delivers the industry's most effective Network Operations Center (NOC) and helpdesk services. Selling through Managed Service Providers (MSPs), our model closely integrates NOC and Helpdesk, providing your team full visibility to the customers' environment.

Our new partnership with NinjaRMM means that you can now buy a combined solution, including tools and services, that are fully integrated with backend automation to deliver the highest quality service and efficiency available.

LVHD built a reputation delivering complete customer satisfaction. We listen to customer problems and then solve them quickly and thoroughly. We also provide flexibility with service delivery and options.

HELPDESK OVERVIEW

Our helpdesk is designed to deliver customers a premium helpdesk experience at a price to meet your budget. We understand that your customers use unique software applications to run their businesses. With over 10 years of experience working with SMBs, we pride ourselves on being able to understand their unique needs.

- Our level 2 & 3 engineers answer the phone, and 85% of problems are resolved on the first call
- Support for multi-vendor client systems
- Installation, moves, changes, remote desk-side support & software support
- Permission-based remote control of PCs with ability to regain control of the PC at any time

NOC OVERVIEW

Remote Monitoring And Management – Triaging the constant flow of alerts from servers and networks, and troubleshooting and fixing problems, can be all consuming. LVHD wants to be your partner to perform the mundane tasks, while your staff focuses on high margin projects and closing new business. Our expert NOC team is trained, certified, and equipped to solve the most demanding technical issues 24/7.

Watch – Our remote NOC validates and triages alerts with appropriate escalation to your team, in addition to preventative maintenance, we expertly maintain your customers' infrastructure.

Manage – Manage incorporates the Watch service PLUS full troubleshooting and remediation of server and network device issues. We perform a root cause analysis to resolve the underlying cause of the problem permanently.

Desktop Preventative Maintenance – DPM includes delivery of Microsoft critical and security patches for Windows, IE and Microsoft Office, plus configuration and monitoring of anti-virus software.

Remote System Administration – In addition to the monthly managed service offerings, LVHD also provides a project-based service that enables MSPs to fill gaps in delivery expertise. Typical Service Request projects include vendor management, restore from backup, server migration, etc.