

Katalyst Managed Help Desk Services

Empowering Your Business with Reliable IT Support

Eliminate IT Bottlenecks and Boost Productivity

Your business depends on technology to function efficiently, but IT issues can slow down productivity, frustrate employees, and drain resources. Katalyst's Managed Help Desk Services ensure your employees receive expert support when they need it, allowing your internal IT team to focus on strategic initiatives.

What are Katalyst Managed Services Help Desk?

Katalyst's Managed Help Desk is a fully outsourced IT support solution that integrates seamlessly with your business. Our team provides expert troubleshooting for hardware, software, and business applications, as well as patch management on work stations and Office 365 tenant administration. With our tailored support, you can improve user satisfaction, reduce downtime, and balance IT expenditures while maximizing value.

How Katalyst can help with...

End-user IT issues disrupt productivity.

Solution: Katalyst provides expert-level IT support to resolve user issues quickly, improving ticket resolution time by 25% and enhancing overall employee satisfaction.

IT teams are overburdened with routine support tasks.

Solution: Free up your internal IT staff by outsourcing end-user ticketing, patching, and remote access support to Katalyst, giving them time to focus on strategic initiatives.

High costs associated with IT onboarding and offboarding.

Solution: Our help desk services streamline employee transitions, reducing IT costs while ensuring smooth onboarding and offboarding experiences.

Unpatched systems create security risks.

Solution: Katalyst mitigates risks by providing critical workstation patching and updates, enhancing your organization's security posture.

Managing O365 for a growing workforce is complex.

Solution: For Katalyst Help Desk clients under 200 employees — we fully manage your Office 365 tenant at no additional cost! Enjoy smooth operations, hassle-free administration, and expert support as part of your service.

Lack of visibility into IT support performance.

Solution: We provide detailed reporting and analytics on support ticket trends, response times, and issue resolution, giving businesses valuable insights to improve IT efficiency and decision-making.



Katalyst enables my team to focus on direct business activities with our internal partners, knowing that security is being handled, monitored, and managed.

Explore Katalyst's Services Catalog:

Here's a quick look at the extensive list of services we provide to our clients:

On-Demand Services

- SDWAN / Routing
- Switching
- Wireless
- Firewalls
- Network Access Control
- Segmentation
- Data Center Networking
- Secure Access Service Edge (SASE)
- Endpoint Security
- Email Security
- Identity & Identity Protection
- Hybrid Cloud
- Risk Management
- Security Awareness Training
- Backup & Data Protection
- Cloud Calling
- Collaboration
- Contact Center
- Endpoint Management
- Workload Security
- Security Analytics
- Security Analysis and Roadmap
- Network Analysis and Roadmap
- Cloud Analysis and Roadmap
- Vulnerability Assessment
- Automation / AI
- Email Migrations
- Incident Response

On-Going Services

- Managed Infrastructure Services
- Managed SIEM / SOC Services
- Managed Detection and Response
- Managed Compliance Services
- Managed Help Desk Services
- Managed Microsoft Services
- Managed Data Protection Services
- Private / Public Cloud Infrastructure
- Modern Workplace Solutions
- Advisory Services

30% Katalyst Managed Help Desk customers see a 30% increase in end-user satisfaction.



About Katalyst

For over 18 years, Katalyst has helped organizations create and execute their technology vision to go further, faster. From addressing complex challenges to embracing exciting opportunities, clients trust our team's experience and expertise across cybersecurity, modern infrastructure, and cloud computing.

Take your next step forward to achieve reliable IT operations and cost efficiency through our comprehensive suite of on demand and ongoing services. Trust we will deliver on the Katalyst Guarantee: if you are not 100% satisfied with our services, we will either make it right or refund you for the last 30 days of service.

Ready to optimize your IT support?

Schedule a call with the Katalyst team to learn more: 704-790-4440