

Eliminate IT bottlenecks and boost productivity

Empowering Your Business with Reliable IT Support



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

Our team provides expert troubleshooting for hardware, software, and business applications, plus workstation patch management and Office 365 tenant administration — improving user satisfaction, reducing downtime, and balancing IT expenditure.

“

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

HOW KATALYST CAN HELP WITH...



End-user issues disrupt productivity

Expert-level support resolves user issues quickly, improving ticket resolution time by 25% and lifting employee satisfaction.



IT teams overburdened with routine tasks

Outsource end-user ticketing, patching, and remote access support so your staff can focus on strategic initiatives.



High onboarding and offboarding costs

We streamline employee transitions, reducing IT costs while keeping onboarding and offboarding smooth.



Unpatched systems create security risks

Critical workstation patching and updates mitigate risk and strengthen your security posture.



Managing O365 at scale is complex

For Help Desk clients under 200 employees, we fully manage your Office 365 tenant at no additional cost.



No visibility into support performance

Detailed reporting on ticket trends, response times, and resolution gives you insight to improve IT efficiency.

30%

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

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

katalystng.com
Accountability For What Keeps
Your Organization Running