



Grayhorse Technologies, Inc. – Technical Help Desk Outsourcing

We have been operational since 1984. We specialize in Information Technology Solutions and Technical and Professional Team Building. We have over 100 years of combined IT experience, over 25 years of Project Management experience and over 25 years of building teams.

We have successfully won Outsourcing Help Desk bids and we have helped our clients:

- Build their 'Tier I' Technical Help Desk Staff
- Recruit and Screen each new Applicant
- Drug test, check references and execute formal background checks on each new Applicant
- Put each Tech on our payroll; providing benefit options as well as worker's comp coverage
- Help with Training and Orientation
- Implement Trouble Ticket Tracking Software and Reports
- Help set up performance expectations to handle each level of Trouble Ticket Priority
- Manage the day to day operation of the Help Desk
- Insure that each position is covered due to illness, vacation, holidays, emergencies, etc.
- Recruit, screen and replace leaving staff
- Review our performance periodically with management to insure it is acceptable

We have also provided higher level Tier support. We have provided PC Tech's, Network Engineers and Software Engineers to handle more complicated problem logs. This includes proving support to our clients nationally as well as their overseas operations.

Some of the advantages of using Grayhorse Technologies to build and manage your Technical Help Desk are:

Clients do not want to deal with the daily operations of Help Desks and worrying about staffing the Help Desk and all the head aches associated with insuring each shift is covered at all times.

Our results have been more effective than clients using their own staff on Help Desks.

By using Grayhorse Technologies, it is easier to make staff changes when necessary without the potential of legal ramifications.

We bill once a month; we become the employer of record and we assume responsibilities for Payroll, Withholdings, W2's, Matching FICA and Medicare, Unemployment Taxes, Workers Comp Insurance, Business Insurances, Benefit Plans, Performance Reviews, Managing Time Off and Managing Replacements.

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