

# How Smart Hands Help Your Business

While many tasks can be handled remotely, there are times where you need on-site support. Maintaining enough technical resources with the right skill sets at each location can be difficult or even impossible for many companies. That's where Smart Hands step in, helping your business thrive and grow without the stress of maintaining a large IT staff.

Smart Hands are an integral part of any IT team, providing your helpdesk or IT department with boots on the ground that can function as an extension of your in-house team, filling critical gaps. Smart Hands allow your team to complete more complex tasks and to quickly handle issues on-site. Businesses that utilize Smart Hands can ensure less downtime, lower costs, and higher quality services!



## Don't Let Your Business Suffer from Downtime

In today's modern world, businesses rely on technology and require a healthy and fully functioning network. When something goes wrong time is of the essence. That's why our full-service field management department is always ready to answer your call. Our team works with you to quickly determine what your needs are, and then jumps into action to create a ticket and deploy a resource.

Furthermore, our ticketing system can be fully customized for clients with a large number of requests. Our team creates custom client portals and trains your staff on how to use them so that you can quickly and easily put in a service request.

## Be Everywhere at Once Without Increasing Your Costs

Now you don't need to worry about hiring a large IT staff, flying your engineers to different locations, or stretching your resources thin when you have a special project. Where you have offices, Imagit has engineers. Our nationwide Smart Hands are vetted and tested, and we work with you to deploy the right resource for the job no matter what your needs are. Keep your overhead low while ensuring that you always have experienced help when you need it.

## Don't Risk Subpar Services

Something that we see often is companies that call us for services in a pinch because of poor workmanship or incompleteness by their previous resource. If you have dealt with messy cabling, improper configuration, or a failed project, you know how these issues can negatively impact

your business. Our white-glove approach eliminates IT headaches and our team makes sure the job gets done right the first time. Our dedication to your business extends beyond just showing up... we work hard to make sure you are fully satisfied with our services. Imagit isn't just a service provider, we are your IT partner!

**As your partner we:**

- Really listen to you to fully understand your goals and objectives
- Customize IT solutions to meet your current and long-term needs
- Make the most of your investments
- Integrate seamlessly with your team
- Assign a field service manager or project manager as your single point of contact
- Communicate with your staff and vendors
- Dedicate the right resources to each and every job
- Give you an experienced extension of your regular IT staff
- Free up your in-house IT team to focus on their day-to-day tasks
- Allow your business to expand, knowing that you have resources everywhere
- Eliminate unnecessary overhead
- Let you concentrate on your core business!

**Our experienced Smart Hands can help you with on-site services including:**

- Racking and stacking
- Complex cable configurations
- Hardware installations, decommissions, and troubleshooting
- Site surveys
- And anything else you may need!

With our Imagit Smart Hands, you can maintain a highly effective IT infrastructure without having to devote in-house resources or fly engineers around the country. Our engineers and technicians cover every major metro in the U.S. and are ready to meet all your IT needs. Imagit works as an extension of your IT team, providing extra resources when and where you need them. Ensure less downtime, lower costs, and higher quality services with Imagit Smart Hands. Contact us today to learn more!

Imagit Solutions specializes in providing comprehensive IT services for [channel partners](#), [MSPs](#), and [enterprise-level organizations](#). Our expansive engineering team is carefully vetted and trained to meet your every IT need. Whether its proactive support, an emergency call, long-term projects, or project management, Imagit will deliver a solution that is customized to best fit your organization. Interested in learning more about working with Imagit? Contact us today!