## **IT Training & User Support**

*Empower Your People. Elevate Your Tech.*

### **🧑‍💻 Because Technology is Only as Powerful as the People Using It**

The best tools mean nothing if your team doesn’t know how to use them. Our **IT Training & User Support** service bridges the gap between your technology and the people who rely on it every day.

From onboarding and productivity tips to on-demand troubleshooting, we help your team feel confident, supported, and tech-savvy—without calling IT for every little thing.

### **🎯 What We Offer**

* **New Hire IT Onboarding**

We guide new employees through setting up devices, email, software, and security—protocols—so they’re productive from day one.

* **Ongoing User Training**

Regular sessions and how-to guides for tools like Microsoft 365, Google Workspace, Zoom, and internal systems.

* **Help Desk Support (Remote or On-Site)**

Need help with printer issues, access problems, or random errors? We’ve got your users covered with friendly, responsive support.

* **Self-Service Knowledgebase**

Customized portals with step-by-step articles, videos, and FAQs—so users can solve common issues without submitting a ticket.

* **Security Awareness Training**

Phishing simulations, safe browsing best practices, and real-word cyber hygiene to reduce human error and insider risk.

### **⚙️ How It Works**

1. **Assessment & Planning**

We evaluate your current support model and user needs to create a training and support plan tailored to your team.

1. **Rollout & Education**

We deliver interactive training sessions, how-to materials, and direct support channels.

1. **Ongoing Support & Feedback Loop**

Your users get access to real humans (not just bots) and real solutions. We refine our training based on support trends and feedback.

### **💡 Why It Matters**

* 80% of IT tickets are user-related
* Empowered users = fewer tickets + more productivity
* Employees retain up to 80% more when trained with interactive support

**It’s not just support—it's enablement.**

### **💬 What Our Clients Say**

*"Our staff used to flood IT with the same questions. [Your Company] changed everything with onboarding sessions and easy-to-follow guides. Now our team is confident and our IT stays focused."*  
– *Operations Director, Nonprofit Org*

### **🚀 Support That Builds Skill, Not Just Solves Problems**

We don’t just fix issues—we prevent them. With our IT Training & User Support, your team becomes your first line of defense and your biggest productivity booster.

👉 **Let’s build a smarter, more confident team—schedule a free consultation**

### **For Pitch Decks:**

**Slide Title: “Empower Your Users. Reduce Your IT Burden.”**

* New Hire Onboarding & device Setup
* Application Training (Microsoft 365, Zoom, etc.)
* Live Help Desk Support
* Security Awareness & Knowledgebase Access

### **For Social Media Scripts:**

**TikTok / YouTube Shorts Script:**  
 🧠 *Your team keeps asking the same tech questions?*  
 That’s where we come in:  
 ✅ We train your team  
 📹 Give them how-to guides  
 👨‍💻 And support them in real time  
 Less IT tickets. More productivity. DM us to get started.

**LinkedIn Post Hook:**  
 “Most IT problems aren’t technical—they’re educational. We train your team to solve more, ask less, and stay confident in the tools they use daily.”