**Engineer**

{ IT Support & Helpdesk }

# Everyday computer help

The laptop, the printer, the login and the mailbox, sorted quickly and in plain language, without anyone feeling foolish.

## Still working out what you need?

Tell us what is going wrong, or what you are trying to build. We will tell you what it would take, roughly what it would cost, and whether we are the right people for it.

**From 1,400 DKK an hour, excluding VAT — and less per hour on a longer booking.**

**Get in touch** See what it costs

Selected work demonstrating this service.

### Turn the service into a result

Make “IT Support & Helpdesk” serve a business outcome. We can connect the technical work to the users, operations and decisions it needs to support. The laptop, the printer, the login and the mailbox, sorted quickly and in plain language, without anyone feeling foolish.

**Get in touch**

### Examine the relevant work

Use the related work on this page to examine our approach. Ask about the tradeoffs and the conditions behind each result. Established a Technical Support department — 10,000 clients served by a support department built from scratch

**Established a Technical Support department** Get in touch →

### Established a Technical Support department

Established a Technical Support department, servicing over 10,000 clients with IT support and troubleshooting solutions, tracking client requests in a CRM.

### Managed a team delivering IT support

Managed a team delivering IT support, data recovery, and hardware repair services to over 1,000 clients, ensuring high-quality service.

### Configured and deployed 1,000 Wi-Fi routers

Configured and deployed 1,000 Wi-Fi routers, improving network accessibility and performance for clients.

### Managed 4,000 computer repairs

Managed 4,000 computer repairs, ensuring rapid and effective resolution of hardware and software issues.

### Ran 24/7 support for ~1,000 IPTV/OTT servers

Provided round-the-clock 24/7 infrastructure support for an IPTV/OTT streaming platform, administering ~1,000 servers plus client-owned systems for global customers in China, the US and Germany.

### Recovered data from SD cards, HDDs, SSDs and RAID

Performed data recovery across a wide range of media — SD cards, HDDs, SSDs, RAID arrays, external drives and Mac systems.

### Diagnosed and repaired laptop hardware

Diagnosed and repaired laptop hardware — screens, hinges, keyboards, trackpads, motherboards and power — and resolved software issues across Linux, Windows and Mac.

## Looking for IT Support & Helpdesk?

Use the linked work to judge relevant experience. Tell us what you need to build; we can discuss the scope, delivery approach and handover.

**Get in touch** Full portfolio

### Scope the work before commissioning it

Describe the device or service, the observed symptoms and the data that must be preserved. We can establish the safest useful diagnostic step.

**See what it costs** Get in touch →

# Talk through your requirements

Tell us what you need from “IT Support & Helpdesk”, including the deadline and the team that will maintain it. We can discuss a practical way forward.

Get in touch

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Carefully Crafted With Love by D.

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