

IT Helpdesk Support Services - BlackBeltHelp

Last Modified on 10/05/2024 1:37 pm EDT

Solution: 24/7 IT Helpdesk Support for Higher Education

Provider: [BlackBeltHelp Inc.](#)

Consistent, reliable, flexible, high-quality, and cost-effective IT Helpdesk Support to empower your IT department while reducing support delivery costs. Through seamless integration with campus systems (SIS/ERP, LMS, ITSM, MFA, SSO, AD, and more), our agents can address issues related to hardware, software, Zoom, Teams, Webex, Networking, Email, Office 365, and beyond

Contract Highlights

- IT, LMS, ERP, SIS and other live help desk services
- 24x7x365 IT Support or After-Hours IT Support, Including Weekends & Holidays
- Shared or Dedicated Resources
- Domestic or International Resources
- Discounted per-interaction and annual escalation rates
- AI-enabled voice and chat bot
- Knowledge Base
- Comprehensive Service Level Agreement

To Inquire

For more information, or to request a copy of the master agreement, contact: edgemarket@njedge.net

Procurement Information and Documents

See [IT Help Desk Services](#)

EdgeMarket Contract Identification Number (ECIN)

There are two ECINs for this contract:

269EMCPS-21-003-CP-BBH - EdgeMarket Cooperative Pricing System (available for use nationally)

269EMCPS-21-003-LA-BBH - NJEdge.Net, Inc. as Lead Agency (for New Jersey public sector entities)

When you utilize this agreement:

- Please be sure to include the appropriate ECIN all purchase orders for goods or services purchased pursuant to this contract vehicle, and ensure that the vendor include the same ECIN on relevant invoices.
- Please complete the [EdgeMarket: Notice of Use of EdgeMarket Agreement](#) form.