IT Help Desk Support Services - Anthology

Solution: Anthology Help Desk Support Services

Provider: Anthology

Anthology Help Desk provides 24/7/365 multi-modal support, including phone, chat, text and more to increase institutional efficiencies and support faculty, staff and students with technology questions and support. Integration capabilities with institutional tech stacks.

Typical Use Cases

- An institution wishes to offer more responsive and comprehensive 24x7 service than they're able to with on-site staff

- An institution wishes to outsource low-level service items to allow on-site staff to focus on higher-leverage support scenarios

To Inquire

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

Procurement Information and Documents

See IT Help Desk Services

EdgeMarket Contract Identification Number (ECIN)

269EMCPS-21032301-EM-ANT

When you utilize this agreement:

- Please be sure to include the ECIN all purchase orders for goods or services purchased pursuant to this contract vehicle, and ensure that the vendor include the ECIN on relevant invoices.

- Please complete the EdgeMarket: Notice of Use of EdgeMarket Agreement form.