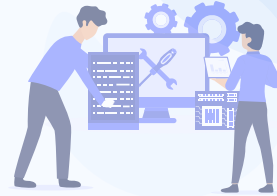


## 24/7 Direct To Senior Support

**Skip the helpdesk queue and get straight to the solution.**



The traditional IT helpdesk model is built to protect the IT company, not to help your business. When you have a problem, you are forced to wait in a queue, explain your issue to a junior "Tier 1" operator who reads from a script, and then wait hours or days for the ticket to be escalated to someone who actually knows how to fix it.

At Breakwater IT, we completely eliminated the helpdesk. We only employ highly skilled, senior engineers. When you reach out for support, you bypass the junior tier entirely and connect directly with an expert who has the authority, the knowledge, and the access to fix your problem immediately.

### **Zero Scripts, Complete Context**

Because we don't use entry-level staff, you never have to waste time explaining how your systems work to a stranger. Every engineer on our team is deeply certified in the exact enterprise tools your business relies on.

Whether it's an Azure Active Directory synchronization failure locking out your staff, or a complex Cisco network configuration, the person answering your request already knows how to solve it.

### **24/7 Critical Incident Response**

Modern business requires peace of mind, which is why our senior engineers are available 24/7/365. While day-to-day user requests are handled rapidly during normal business hours, our after-hours critical response team is always on standby for genuine IT disasters. If a server goes offline, a security breach is detected, or a mission-critical system fails in the middle of the night, our senior team is already engaged and driving the resolution. You never have to rely on a junior, outsourced, or an overseas call center during a crisis.

**We respect your time. By putting our smartest people on the front lines, we drastically reduce your daily downtime. You get the everyday friction removed instantly, and the ultimate peace of mind knowing the experts are watching your back 24/7.**