



Basic boarding

Realize the benefit of onboarding important system details into our help desk system. There is no charge for basic onboarding.



Details matter

Our qualified team goes through your system and identifies many important details. These details become a real value when you have a future service request.



Help desk

We update our help desk system with system details, room dimensions, equipment details and key contacts. All information is stored and ready to access.



Proven support

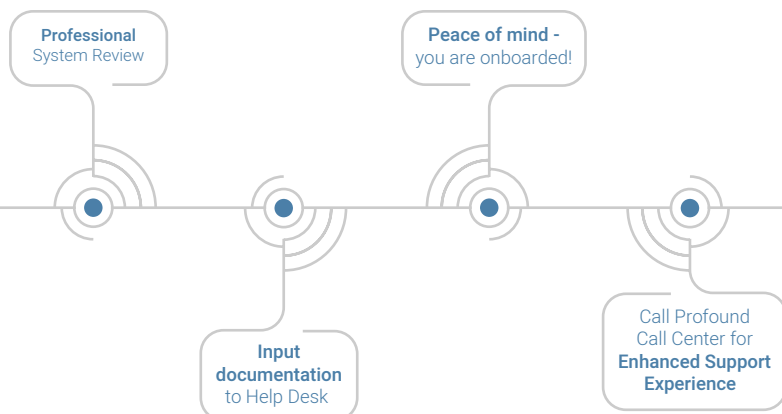
Our first step customers are often times eligible for a discounted managed services package. This way, a support team who knows the system can ensure its care and assist when future issues arise.



PROFOUND FIRST STEP

On call. On alert. On guard.

Profound First Step is an innovative approach to new customer support where the first service/diagnostic visit includes a comprehensive onsite inspection. This detailed inspection process will maximize the support experience and provide additional information and value in furthering the system remediation and/or upgrade.



Our unique approach aims to address your particular support request while, at the same time, documenting system operation levels, equipment details, infrastructure details, bandwidth and connections - along with many other key performance indicators.

Our experience has taught us that documenting the system is vital and enables us to serve future support in the best possible manner. Additionally, all First Step customers are auto-enrolled into Profound's Managed Services. This no-charge, no-obligation onboarding simply allows the customer to have access to Profound's industry-leading support hotline and the ability to easily upgrade to enhanced Service Level Agreements (SLA's) with little to no additional cost.

Profound Support provides a complete approach to evaluating your system resources, which allows for long-term customer value. Profound is committed to taking the extra time to detail your system components so we can serve you better over time.