

SPARK Support

At SeedSpark, our team is continuously training on new technology practices in order to ensure that only the best service is implemented on your local and cloud-based networks. More often than not, this dedication to premier service results in the ability to prevent issues before they happen. In the event that prevention is not a possibility, our SPARK Support exists to serve as a technology support methodology for fast growing businesses. The SPARK Support team is structured to respond to your unforeseen technology challenges at a moment's notice. Our 100% US-based support team begins their day at 7:00 am and upholds an industry-leading response time of under an hour, which means our clients can expect world-class technical support no matter when, where, or how they need it.

Focused on Those We Serve for a Better Business Tomorrow.

SeedSpark is passionately committed to your effective and efficient use of technology, and our primary focus from day one has been to provide the best technology support possible through our proactive managed services. To accomplish this, our SPARK Support team is frequently debriefed on new and emerging services and technologies. These meetings allow us to hyper focus on the way we deliver support and hone in on trending issues such as unsafe software patches, cyber security threats and bad user-habits that can lead to performance interruptions in your technology infrastructure.

Although studies show that the average resolution of a technology issue is two days, SeedSpark managed services clients typically see their issues resolved within 90 minutes. We welcome the opportunity to support your business and your team with SPARK Support. Our team is ready to begin tailoring a SPARK Support package that best suits your needs.

Support Services We Offer

- Hosting & Server Support
- Network Security
- Backups & Disaster Recovery
- Hosted VoIP Phone Solutions

Hosting & Server Support and Backups & Disaster Recovery are supported 365/24/7.

Collaboration

Collaboration is the essence of organizational effectiveness. SeedSpark helps business leaders champion communication, teamwork, and documentation by bringing you solutions such as Actively Syncing Hosted Exchange Email, Cloud Enabled Secure File Sharing, and systems of record like Enterprise Resource Programs (ERP) and Customer Relationship Management (CRM) software.

Support Schedule

Monday - Friday

Business Hours | 7:00 am - 7:00 pm

1 hour response time

Monday - Friday

After Business Hours | 7:01 pm - 9:00 pm

2 hour response time

Weekends & Holidays

8:00 am - 5:00 pm

2 hour response time

Get In Touch

If you're having technical trouble, feel free to call us at (704) 246 5052 and choose option 1.

You can also shoot us an email at support@seedspark.com.

