Pure IT Service Desk

The Pure IT Service Desk offers ongoing support of experienced help desk staff to be an extension of your current IT department.

Single Point of Contact

- Service Requests
- Escalation Support
- Triage

Manage Request Lifecycle

- Incident Log
- Analysis and Reporting
- Approval Workflows

Service Includes:

- End-User Support
- Incident Detection
- Remote Support

Pure IT (n) : 1. a trusted extension of credit union staff that optimizes strategy, diagnostics, methodologies, and provides experienced resources to help credit unions in their digital transformation and optimize efficiencies and automation. 2. a Credit Union Services Organization (CUSO) serving the industry nation-wide.