

Expert help, when and where it's needed

Technology issues don't wait for business hours. Whether it's a meeting room failure, a device outage, a voice issue, or a user request, you need fast access to the right expertise to keep operations running smoothly.

Our Support Services provide a single point of contact for incidents, requests, troubleshooting, and technical support across workplace collaboration, voice, and digital signage technologies. We combine follow-the-sun service coverage, tiered technical

expertise, field engineering resources, and spares management to minimize disruption and accelerate restoration.

From frontline Help Desk support through to advanced technical escalation and on-site remediation, we deliver the people, processes, and operational scale needed to support even the most complex modern workplace technology environments.

Services



24x7x365 Global Service Desk



Customer portal and dashboards



Follow-the-sun support



Escalation management



Remote incident management



Vendor and OEM coordination



Service request fulfillment



Advanced parts and critical spares



On-site technician dispatch



VIP Assist integration



Benefits



Resolve issues faster



Accelerate on-site restoration



Reduce business disruption



Enhance uptime and user satisfaction



Minimize IT support burden



Increase operational visibility

Why Kinly Support Services?

Global Help Desk

Providing around-the-clock support through a follow-the-sun delivery model, ensuring your users always have access to expert assistance regardless of location or time zone.

The Right Expertise at Every Level

Enabling you to quickly reach the expertise needed to restore service with issues triaged and routed through structured support teams.

Faster Resolutions

Accelerating troubleshooting and providing lasting resolutions to complex issues by combining engineers, manufacturers, and technical experts through Kinly Swarms.

On-site Support

Delivering rapid on-site response when issues cannot be resolved remotely, with global field engineers accelerating restoration and minimizing disruption.

Critical Spares for Faster Recovery

Reducing downtime and ensuring quick recovery from hardware failures with strategically positioned spares.

Complete Visibility and Control

Giving you clear visibility into service activity and performance through customer portals, dashboards, and ServiceNow integration.

