YOUR  
LOGO

**COMPANY NAME**

IT HELPDESK OUTSOURCING PROPOSAL

Prepared by:

**[Client Name]**

**[Contact information]**

**[Date]**

# Introduction

Thank you for considering [Your Company Name] for your IT helpdesk outsourcing needs. We provide reliable, responsive helpdesk support designed to resolve technical issues quickly and improve employee productivity.  
  
This proposal outlines how we will support [Client Name] with a fully managed IT helpdesk solution.

# Problem or Opportunity

[Client Name] is seeking to reduce IT overhead, improve response times, and provide consistent support across departments. Internal IT teams may be stretched thin, leading to delays or inconsistent service.

# Proposed Solution

We propose a fully outsourced IT helpdesk staffed with certified technicians, offering multi-channel support (phone, email, chat) with service level agreements (SLAs) to ensure performance.  
  
Key Benefits:  
- Faster issue resolution and user satisfaction  
- 24/7 or business hours support options  
- Scalable and cost-effective service

# Scope of Work

Our IT helpdesk services include:  
  
- Tier 1 and Tier 2 technical support  
- Remote desktop assistance  
- Incident logging and resolution  
- Knowledge base and self-help portal access  
- Escalation to specialized technicians (as needed)  
- Monthly reporting and performance analytics

# Timeline

Proposed implementation schedule for onboarding and service delivery:

|  |  |  |
| --- | --- | --- |
| Milestone | Description | Estimated Date |
| Kickoff Meeting | Confirm scope, users, and systems | [Start Date] |
| Onboarding | Configure ticketing and support channels | [Date] |
| Go-Live | Begin providing IT support | [Date] |
| Review | Monthly performance and feedback | [Monthly] |

# Pricing

Estimated pricing for helpdesk outsourcing services:

|  |  |  |
| --- | --- | --- |
| Service | Description | Monthly Cost |
| Tier 1 Support | Basic IT issue resolution | [Amount] |
| Tier 2 Support | Advanced technical support | [Amount] |
| Reporting & SLA Monitoring | Monthly insights and tracking | [Amount] |
| Total |  | [Total] |

# About Our Company

[Your Company Name] is a managed IT services provider with extensive experience delivering helpdesk support to small and mid-sized businesses.  
  
- Experience: [X] years managing outsourced IT operations  
- Certifications: ITIL, Microsoft, CompTIA, Cisco  
- Mission: To ensure every user gets the IT support they need to stay productive

# Case Studies / Testimonials

Case Study: [Previous Client Name]  
  
- Project: Helpdesk outsourcing for a distributed workforce  
- Outcome: 95% first-call resolution rate and 20% reduction in IT ticket backlog  
  
Testimonial:  
“[Your Company Name] made our IT support more efficient, and our employees are much happier.” — [Client Name], [Title], [Company]

# Terms and Conditions

Payment Terms: Monthly retainer billed in advance.  
Support Hours: [Specify 24/7 or business hours support].  
SLAs: Response and resolution times detailed in onboarding documentation.

# Acceptance

To begin your helpdesk outsourcing engagement, please sign below.  
  
Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Name: [Client’s Printed Name]  
Title: [Client’s Title]  
Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_