

AdminAssist

On-Demand IT Admin Support



Bluesource AdminAssist services free up IT teams to focus on strategic projects. Partner with Bluesource to take opening tickets, providing support, managing users, and other admin tasks off your IT teams' hands.



AdminAssist Overview

- Manage and escalate tickets
- Assistance to individuals or teams
- 90-minute SLA for support during standard business hours
- End user support with a 4-hour SLA
- Manage retention and expiry
- Provision new users
- Remove inactive users to free up licenses
- Create custom roles and manage access

Key Benefits

Proactive Issue Resolution

Minimize costly downtime and ensure continuous access to critical data and services.

Operational Efficiency

Ensure your environment is being used efficiently, setting up automation and implementing best practices.

Enhanced Productivity

Offload complex administrative tasks to trained experts, freeing up your IT team.

Risk Mitigation

Ensure your environment is aligned with the latest compliance and security standards.