



Team Data Solutions

Effective support for Microsoft Server, Office and Windows operating systems

For professional IT users in the public and private sectors





TDS HelpDesk

for everyday pc users in your organisation

Avoid wasting precious time, achieve real cost savings, and free your staff to focus on their key tasks.

Give your employees an efficiency boost, via instant access to IT support for any Microsoft Office problems and queries e.g.:

- document formatting in Word
- rule creating in Outlook
- advanced formulas in Excel
- use of design templates in PowerPoint
- database creation in Access

Regardless of whether the problem is an unexplained error message on the screen, or a typical user query, users always receive friendly and helpful answers - and always within 5 - 10 minutes! This increases both efficiency and employee satisfaction.

- No limit on the number and length of calls
- Support requests can be made by phone or email and are answered immediately
- Callers are guided through the solution to their problem while still on the line - or TDS can take over their screen (using remote support) and fix the problem for them





TDS KnowledgeDesk

Support forum for experienced IT specialists

Advanced knowledge - from one expert to another. Our highly trained staff know it all when it comes to Microsoft's server and client software - and then some! TDS KnowledgeDesk is designed for experienced IT professionals who have strong technical insight.

IT professionals who are members of TDS KnowledgeDesk have direct access to an exclusive knowledge forum, with unlimited phone support and knowledge sparring with highly educated specialists. This could be used in connection with:

- errors and server crashes
- installation and setup
- functionality and maintenance issues

Effective help can ensure that the server gets back up and running as soon as possible. And competent knowledge sparring around new installations can save both time and money.

- In contrast to TDS HelpDesk, a membership of TDS KnowledgeDesk typically covers a maximum of 2 key IT personnel per organisation
- TDS KnowledgeDesk provides effective help and sparring, from one expert to another



Support coverage:

Server software

Windows Server 2012 R2
Windows Server 2012
Windows Server 2008 R2
Windows Server 2008
Windows Server 2003 R2
Windows Server 2003
Windows SBS 2011
Windows SBS 2008
Windows SBS 2003 R2
Windows SBS 2003
Exchange Server (2013, 2010, 2007, 2003)
ISA Server (2006, 2004, 2000)
SQL Server (2012, 2008, 2005, 2000)
SharePoint Portal Server (2007, 2003)
SharePoint Server (2013, 2010)

Client software

Windows (10, 8, 7)
Dos (6.22-5.0)
Office web apps
Office apps for iPads
Word (Online, 2016, 2013, 2010, 2007)
Excel (Online, 2016, 2013, 2010, 2007)
PowerPoint (Online, 2016, 2013, 2010, 2007)
Outlook (Outlook.com, 2016, 2013, 2010, 2007)
Access (2016, 2013, 2010, 2007)
FrontPage (2003)
Publisher (2016, 2013, 2010, 2007)
Project PRO (2016, 2013, 2010, 2007)
Visio PRO (2016, 2013, 2010, 2007)
Internet Explorer (11.x, 10.x, 9.x)
Outlook Express (6.x)
Windows Live Mail 2011
Lync (2013, 2010)
Skype for business
SharePoint
Adobe Acrobat (XI, X, 9)
Adobe Illustrator (CS4, CS2)
Adobe InDesign (CS4, CS2)
Adobe Photoshop (CS4, CS2)
LibreOffice Writer
LibreOffice Calc
LibreOffice Impress
LibreOffice Draw



TDS – a unique knowledge and competence centre

TDS has been helping everyday PC users and IT administrators since 1998 with support in Microsoft server, Office and Windows operating systems. The support also includes Web Apps and Office Apps for iPads.

The core service offering is based around telephone support at a uniquely high competence level. As a subscriber / member you are guaranteed un-limited and immediate support with no automated phone menus or hold music.

Because a real person answers each call, callers are guaranteed help with any software problem within 5 - 10 minutes by phone, email, or remote support. This leads to big savings for the subscribing company, and happier employees.

The support centre is open all working days Monday-Thursday from 08:00- 16:00 and Friday from 08:00-15:00 and is used daily by clients within a range of industries including:

Accountancy firms • Agencies • Banks • Business and Industry associations • Councils • Hospitals • Insurance companies • Interest groups • IT businesses • Law firms • Ministries • Regions • Sports associations • etc.

TDS is a Microsoft Certified Partner in Denmark.

Our customers say

"With a TDS HelpDesk subscription we have given our employees an effective tool, when they in their everyday encounter challenges in Microsoft's Office applications. TDS' employees always solve small and large problems with great professionalism and "a smile" - and it has given us effective and satisfied employees."

Helle Paamand, Section Manager IT-Denmark, DSV A/S

"Whether our employees encounter an error message on the screen or have a typical user query, they can always contact TDS HelpDesk, and their problem will be solved instantly by "smiling" and very competent TDS employees."

Maria Mathiesen, Systems consultant, Bankernes EDB Central