



## Hosting and Help Desk Solutions

PowerTrain is a world-class organization that is customer focused to provide agile solutions. Our key people are there to help you from day one, and our hosting and help desk services are there for you after project completion. PowerTrain provides secure hosting for thousands of sites for our Federal Government and commercial clients. Our state-of-the-art servers with solid-state drives, massive RAM, and dozens of CPUs already support millions of client agency users.

Let us support your organization.

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PowerTrain's Help Desk Services provide an information and assistance resource that troubleshoot problems with courses and computers. PowerTrain provides help desk services across our LMS and LCMS infrastructures, supporting thousands of sites with over a million users. Our in-house team addresses tier 1 through 4 issues via a toll-free number, website, and email.

In agencies adhering to ISO/IEC 20000 or seeking to implement IT Service Management best practice, a help desk offers a wider range of user-centric services, becoming part of a larger Service Desk support. Our services are provided via simplified acquisition vehicles and intra-agency agreements for those agencies that require help desk support for PowerTrain's products and systems.

[PowerTrain's Help Desk team provides information and assistance to troubleshoot and solve problems accessing training and information.](#)

PowerTrain provides help desk services across our LMS, applications, sites, and LCMS, supporting hundreds of sites with a user population totaling over a million users. For example, on HRU.gov *alone*, there are over 150,000 active users. Here's a table showing the number of database users (which grows daily!) for a few of our clients.

Client	Number of Users	Client	Number of Users
<i>HRU</i>	155,000+	<i>EPA Tribal</i>	50,000+
<i>Cybersecurity</i>	100,000+	<i>OPM Security</i>	15,000+
<i>Department of Energy</i>	140,000+	<i>U.S. Citizenship and Immigration Services</i>	27,000+
<i>Department of Defense</i>	750,000+	<i>Center for Leadership Development</i>	25,000+

When you're ready, give us a call.

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For more information on PowerTrain's hosting and help desk solutions, contact:

**PowerTrain, Inc.**  
(301) 731-0900  
[Let's Connect!](#)