

# QDesk

ENFORCE LEAST PRIVILEGES WITH HELP DESK SECURITY AUTOMATION

**As IT teams and managed service providers continue to scale, they need a way to secure and manage end user identities, without over-provisioning privileged access to Active Directory, Entra ID, or local admin accounts.**

Moreover, they must fill a massive cyber talent gap and enable less experienced staff, such as Tier 1 technicians or administrative staff to complete simple and time-consuming tasks, like password reset tickets.

QDesk is a Help Desk Security Automation product, designed to speed up manual help desk processes from directly within their Professional Services Automation (PSA) software.

Achieve significant cost savings, minimize password reset tickets, and make the most of your MSP's resources - all while implementing a key layer of security around your help desk.

## KEY BENEFITS

### ENFORCE LEAST PRIVILEGE WITHOUT LOSING SPEED

QDesk enables analysts to resolve tickets with ease, regardless of their experience level. Strategic PSA integrations enable technicians to take action without over-provisioning admin access.

### FORCE-MULTIPLYING AUTOMATION

Technicians can eliminate manual documentation of credentials with a solution that automatically logs their activity for auditing purposes, automates password syncing across directories, and automatically creates or matches contacts within your PSA software.

### BUILD A ZERO TRUST HELP DESK

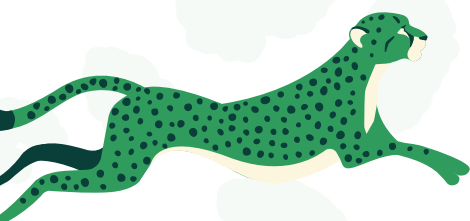
Combine QDesk's integrations and automations with end user identity verification to secure both your technicians and your end users against social engineering attacks, and threat actors who try to bypass your security measures.

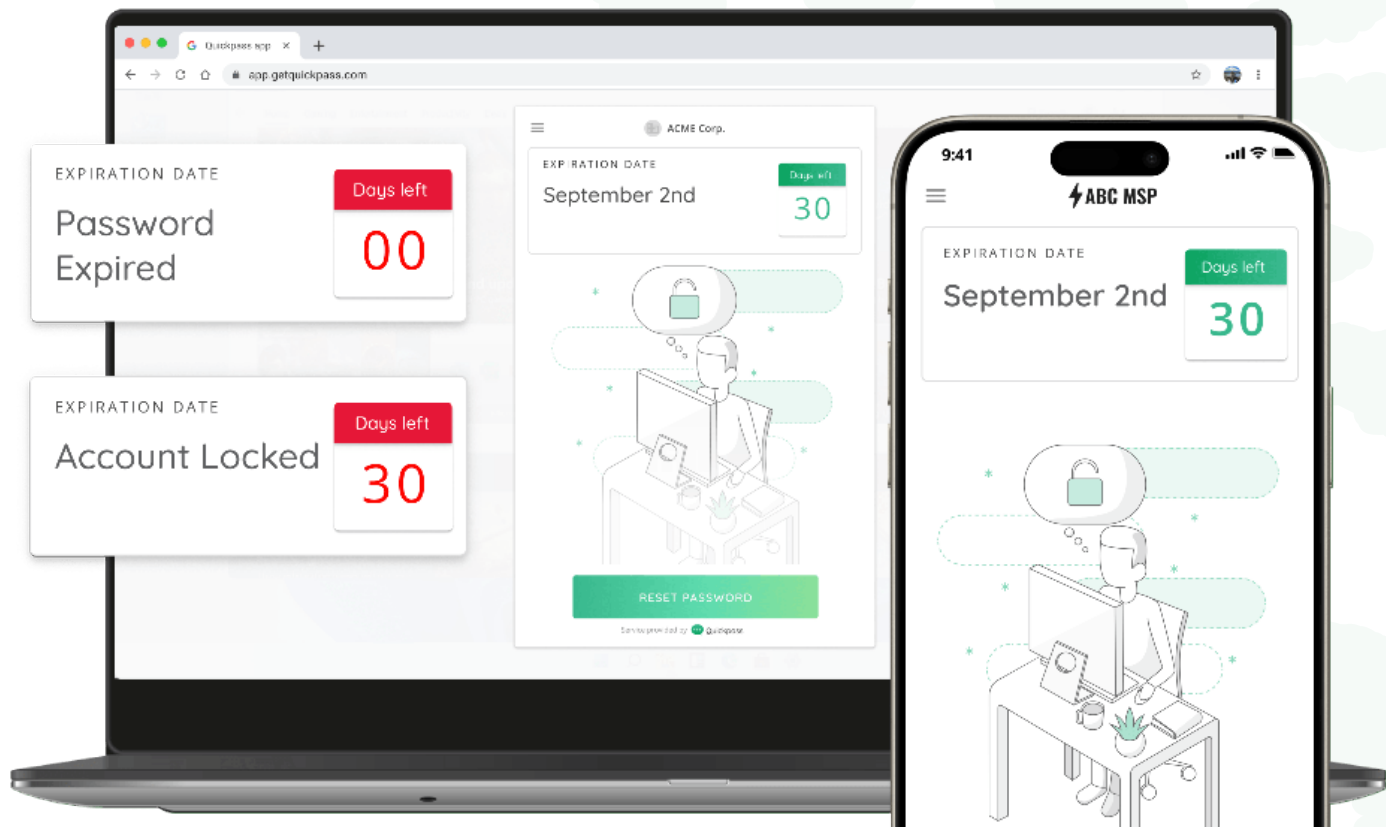
It takes

**9.5** minutes

**to context-switch between dashboards and re-achieve a productive workflow.**

Cornell University and  
Gatalog Workgeist Report





## Accelerate Productivity Without Compromising Security

CyberQP gives its partners a trusted identity security partner to help protect their technicians and end users.

### Eliminate 95% of Password Reset Tickets

QDesk offers a convenient Self-Service Password Reset solution, backed by an automated sync across Active Directory, Microsoft 365, and local accounts.

### Achieve Significant Cost Savings

QDesk Partners can make the most of their resources by automating manual processes (such as identity verification, PSA content creation and matching, and password resets), and get more time back for strategic initiatives.

### Integrates Directly With Tools and Accounts That Matter to You

Technicians can leverage QDesk's core capabilities within user interfaces they know, like Datto Autotask or ConnectWise PSA (formerly Manage), and take action without having to switch to other point-specific portals.

#### INTEGRATIONS WITH MSP TOOLS



Local Accounts

LEAN MORE AT [CYBERQP.COM/DEMO](https://cyberqp.com/demo)