



# Desktop support

## SERVICE SUMMARY

Your workforce needs to be able to access the tech support they need, whenever they need it. Our Desktop Support offers fast, reliable, remote technical support for desktops, laptops, Macs and mobile devices. We will ensure that your desktop environments are proactively managed, compliant, and secure. Our expert team of service engineers enable your workforce to operate productively with the minimum of interruptions. We also offer limited Desktop Support to non-corporate devices.

## KEY BENEFITS

- Fast, reliable, remote access to desktops
- Custom desktop configuration
- Desktop monitoring and remote maintenance
- New starter and leaver management
- Maximum uptime
- On-site support available
- Out-of-hours support for business-critical incidents.

## VALUE STATEMENT

We keep your desktops, laptops and mobile devices available, operational, compliant and secure, so you can focus on everyday business tasks. We can configure devices to meet your company specifications, and proactively monitor and maintain them to ensure maximum uptime. Our UK-based Service Desk is managed by highly trained IT specialists. Our Desktop Support service is designed to keep your workstations, systems and people productive at all times.

- Access to our dedicated team of IT experts
- Maximise uptime of workstations to ensure business productivity
- Devices configured to your specifications
- Desktop upgrades and security patch installations
- Meet security and compliance standards
- Monthly subscription-based solution is very cost effective.