



Desktop and user support

SERVICE SUMMARY

Your workforce needs to be able to access the tech support they need, whenever they need it. Our Desktop and User Support offers fast, reliable technical support by phone, email and online for all your devices, corporate and personal, that are used for work purposes. We also provide anti-virus security and online backup for added peace of mind. Our expert team of service engineers enable your workforce to operate productively with the minimum of interruptions.

KEY BENEFITS

- Service continuity and reliability
- Trusted technical advisor
- Device configuration, monitoring and remote maintenance
- Printer and Internet support*
- Enterprise anti-virus
- New starter and leaver management
- Online backup
- On-site support available
- Out-of-hours support for business-critical incidents.

*The support of third-party printers and Internet services is conducted under a reasonable endeavours policy, which might require the user to contact their service provider directly depending on the nature of the incident.

VALUE STATEMENT

We keep all your company workplace tech operational, compliant and secure. Additionally, we will endeavour to support personal devices, printers and Internet services where practicable to do so. We can configure your devices to meet 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 and User 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 and printers to ensure business productivity
- Devices configured to your specifications
- Desktop upgrades and security patch installations
- Anti-virus protection and Web filtering of malicious and inappropriate content
- Ability to recover lost files with online backup
- Meet security and compliance standards
- Monthly subscription-based solution is very cost effective.