

Support Solutions



SMART Helpdesk Support Services

As the pace of technological change continues to increase, the range of skills required to effectively support the business environments found in modern IT based companies can be very diverse. This means that the organisation's own internal IT department frequently needs access to external expertise.

Our Helpdesk Service benefits include:

- End user application support 'bolt on' option
- Direct hotline
- Single point of control
- 24 hours by 365 day support
- Unlimited support calls
- On-site consultancy escalation
- Wide range of software and environment support
- Immediate access to specialists
- Remote system interrogation
- Complete problem management
- Constant service monitoring

And are available in three main service levels:

- Bronze
- Silver
- Gold

Benefits:

'Bolt on' Option

Our helpdesk services are available as an additional 'bolt on' option to Server Operating System Support contracts.

Direct Hotline

We have a direct hotline for end users or technical staff.

Single Point of Control

We provide a single point of control, coordination and delivery of first line user application support. This ensures a high quality service and **immediate access to a team of technical support specialists.**

24 hours by 365 day Support

Our helpdesk services are available in different support levels (Bronze, Silver and Gold) up to 24 hours a day, 365 days a year, including bank holidays.

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Unlimited Support Calls

An unlimited amount of support calls are available under all our support levels (Bronze, Silver and Gold). These are backed up by full access to our Technical Support Team.

On-site consultancy escalation

Additional service options are available for on-site escalation where telephone support is insufficient to provide a resolution.

Wide Range of Software and Environment Support

Our technical support centre consists of hardware and software manufacturer trained and approved experts with extensive product and customer knowledge. This high quality service is enhanced through the close relationships we have forged and maintained with manufacturers. This enables our technical support team to gain access to direct on-line information, product profiles both new and historical, and software patch updates. This has given us the ability to provide a reactive and efficient response to problems.

Remote System Interrogation

Where problem determination requires direct access by our technical support team, they will use remote system interrogation (where access has been made available on the customer's system).

Complete Problem Management

We manage all problems from the beginning to the end, providing a single point of contact for users to log and monitor calls. This ensures that calls are immediately logged, actioned and resolved quickly and efficiently.

Constant Service Monitoring

We constantly monitor all services we provide through internal reporting and on-site reviews.

Helpdesk Service Levels

We provide three main service levels, which are designed to fit in with your user requirements. All service levels offer an unlimited number of user support calls and remote access where available.

Bronze service provides cover for the normal working week, and is available on a daily basis from Monday to Friday each day from 8:30 am to 5:30 pm (9x5).

Silver Service provides additional overnight cover during the normal working week, from midnight on Sunday through to midnight on Friday (24 x 5 - including Bank Holidays).

Gold Service is the premier Helpdesk Service, providing full round the clock, end user technical and application support throughout the year, (24 x 7 x 365 - including Bank Holidays).

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