

Support Desk Service

ENTERPRISES

- Does your organisation have more than 50 employees?
- Does your IT support desk struggle to cope with peak demand for its services?
- Would resourcing for peak demand mean that personnel on your IT support desk would be under-employed at other times?
- Is your IT support desk function becoming an expensive part of your business?
- Do you want to augment the IT support people you have with additional resource but without adding to the headcount?
- Do you want to implement an IT support ticketing system but find the cost and the process changes unacceptable?

If the answer to one (or all) of these questions is “Yes” then our support desk service is for you.

IT or TELECOMS PROVIDER

- Are you an IT or Telecoms provider with an expanding customer base?
- Are you a telecoms provider finding you need IT support to deliver your telephony solution successfully?
- Are you finding that at peak times you have too few IT support personnel available?
- Would resourcing your IT support desk for peak demand mean that you have too many trained support technicians at other times?
- Are you a small company or sole trader spending so much time on IT support issues that you can’t develop new clients?

If the answer to one (or all) of these questions is “Yes” then our support desk service is for you.

We provide you with access to a fully manned IT support desk, white labelled for your organisation, with flat fees for calls closed and low minimum charging levels.

We offer a completely white labelled support desk facility where you pay only for each call closed. Entirely predictable and manageable IT support costs and no people management worries. Access to a full online ticketing system with SLA tracking, management and reporting. We can even provide personnel for on-site support if you need it.

What is it?

We provide a dedicated support desk service to your organisation, including:

- Telephone number(s) for call forwarding or direct dialling
- Email addresses for electronic issue logging
- A dedicated service manager, responsible for ensuring that we meet our service agreements with you.

If required, we can also provide an on-site call out service where one of our engineers will attend as your representative to resolve an issue.

You can choose to use us for all your IT support calls, only during times of peak activity, or when a specific project is being implemented and you need additional resource.

That’s really all there is to it. We extend the reach of your existing IT support desk providing you with a simple, scalable solution that will always be available – with low minimum charges.

How much does it cost?

With unit costs starting as low as £20 per call. Our support desk service is intended to be simple, scalable and cost beneficial to any organisation that has to provide IT or Telecoms support.

We have only three types of charge :

1. **Initial Setup Fee** – covering software & telephony configuration to support your requirements.
2. **Remote IT Support** – a flat charge per call (based on a scale calculated using your anticipated call volumes).
3. **On-premise IT Support** – a flat charge per call, plus mileage charge for providing an engineer at a customer site to resolve an IT support issue that cannot be handled remotely.

Our support desk service is available as standard between 0800 and 1800GMT, Monday to Friday. Calls outside these hours will be logged at our call centre and then handled in line with your service agreement. We apply a simple multiplier to your charge per call (see 2 & 3 above) to arrive at the charges for extended hours as follows:

- Monday to Friday extended to 1800 to 2200 – 1.5x
- Saturdays - 1.5x
- Sundays – 2.0x
- Public Holidays – 3.0x

You get full online access to our ticketing system allowing you to monitor and report on any aspect of the IT support service and your clients can also review and update individual tickets for themselves.

It really is as simple as that, we charge you for every call logged, at the end of the month.