SERVICE DESK

The Service

Your organisation's first port of call for IT support, or as extension to your in house IT team, Service Desk is there for you. Acting as a central point of contact to support with your IT issues, preventing business downtime and ensuring normal service is resumed as quickly + efficiently as possible.

We don't use call scripts and all of our engineers are of a 3rd line quality, so the same engineer will take ownership of your call from beginning to end.
For great service, ownership is key, so our unique service will bring both our and your users the best level of support + communication, this will keep your systems running, your problems addressed efficiently and your users focused on doing what they're great at.

The Features

- Access to highly trained IT support engineers
- Direct escalation to top IT manufacturers
- Non tiered service desk
- All 3rd line quality engineers
- No call scripts used
- Optional weekend cover
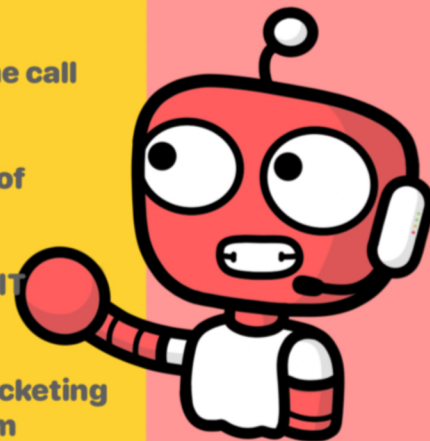
The Benefits

- Reduced risk of business downtime
- Help is just a phone call away
- One central point of contact
- Extension to your IT support function
- Full call logging, ticketing + reporting system
- Contractual service level agreement

Explore our 5 product families to find out more about the IT solutions we can offer your business.

PCS

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