

Helpdesk Plus

Direct User Support

Helpdesk Plus is the ultimate user support system. It not only reduces business costs, but will also increase user productivity through increased uptime. It is a flexible solution that supports the heart of all business.

Generally, helpdesk costs and staffing are problems that IT managers could do without. The provision of comprehensive support to computer users can still be resource intensive restricting the time that IT managers spend on strategic planning. Helpdesk Plus is a solution designed to significantly reduce these issues.

Giving you access to a team rather than an individual, Helpdesk Plus provides a fundamental improvement in the level of support experienced by your users.

Helpdesk Plus is the most cost effective way of providing your business with core helpdesk support services.

How does it work?

Helpdesk Plus is a contract structured investment based on a monthly per user ratio for the standard service elements with uplift for any optional services that you require, such as user training, disaster planning or consultancy.

The contract starts with our Network Optimisation Programme. This audits and documents your network and as a result we resolve any outstanding issues. The programme ensures that you have a stable, functional and risk free network environment immediately after contract commencement.

What's Included

As standard, Helpdesk Plus covers your server and workstation operating systems. Most mainstream user applications are also included. All problems are rectified within predefined timescales and by the most appropriate response mechanism. For example,

telephone, remote access or on site visit. Business Application support calls, which are optional, are resolved in the same manner and where appropriate, passed on to the specialist service provider.

All users have direct access to our help desk during normal working hours for the resolution of software faults.

On going performance management

On a quarterly basis your account manager will review the service level statistics with you. We target that 100% of all calls logged fulfil the service levels.



Service Levels: Problem Management

Problem Type	Contract Cover	Response Mechanism	Solution	Response/Repair Time
Network failure or Network unusable due to Software failure	Standard	Telephone Remote Access On site engineer	Restore network functionality	4 working hour repair
Non crucial system/network problem requiring system downtime to resolve	Standard	Remote access On site engineer	Restore full network functionality	As scheduled with Customer
User down due to software failure	Standard	Remote access On site engineer	Restore user functionality	4 working hour repair
Microsoft user application support	Standard	Telephone Remote access	Assist over telephone	20 minute response
Network administration, i.e. add additional users, back up problems, etc.	Standard	Telephone Remote access	As required	4 working hour response
Business Application Support	Optional	Telephone Remote access On-site engineer	As required	20 minute response

Other Key Features

Problem Type	Contract Cover	Response
IT Audit	Standard	At contract start
Network Optimisation Programme	Standard	At contract start
Regular Service Level Meetings	Standard	Quarterly
IT Training Services	Optional	Bespoke

Since our launch as a specialist IT service provider in 1988, we have strived to deliver only the best solutions. To find out more about any of our services, please contact us and we will be delighted to discuss your requirement further.

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