

MANAGED SERVICES

Make sense of desktop solutions and ensure high productivity for your team.



Managing desktop services in a simple and affordable way isn't a dream.

Not managing it properly can be a nightmare. Any business that values streamlining knows how it can enhance employee productivity. An inability to scale, a lack of a comprehensive security plan can mean unnecessary downtime. We keep employee devices up to date and manage everything from IT support to SPAM filtering, troubleshooting and everything in between for a reasonable monthly fee.

At a Glance:

- 20+ years of experience in this specific field
- 160,000+ users of our service
- 800,000+ contracts handled per year
- 4 dedicated Service Desk centres staffed with 128 support experts

How it Works for You:

- Keeps every desktop safe and secure
- Provides access to 24/7 expert advice at a moment's notice
- Ensures security patches are installed and verified
- Improves overall desktop service availability

While desktop management and all that goes with it is something every successful business can use, every situation is different. Our solutions are tailored to your specific needs.

1. Incident and problem management

Service Desk is an IT service that provides a single point of contact to meet the needs of your end-users. Service Desk puts people back to work as quickly and efficiently as possible by resolving issues and building a strong relationship with your business.

2. Trouble ticket software and management

Our team will implement and manage software including asset configuration, initial release, knowledge management and ongoing maintenance.

3. On-demand deskside support

We provide on-site, hands-on support to resolve any IT related issues for networked and non-networked desktop computing resources. Including all standalone machines, laptops, desktops, tablets, printers, peripherals, desk phones and mobile computing devices with varying degrees of involvement.

4. Remote management

Our team will have instant connectivity and secure access to users' devices to track assets and resolve issues.

5. Patch management

We will implement Microsoft Desktop system patching, change management, and provide patch reporting.

6. Site manager

You will be given a single point of contact for escalations, reporting and invoicing.



Add-on Opportunities:

- Office 365 Services
- Security Services
- On-premise Support

Get in touch at engage@lvs1.com

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