



# Helpdesk

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Our 24/7/365 industry leading helpdesk service ensures the fastest resolution of IT support problems whilst optimising communication and transparency.

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With our helpdesk service you can instantly report cases, track incident progress, view how change requests are handled, and use the online knowledge base detailing your site equipment, setup and history.

You can report any IT support incident by ringing our 24/7/365 helpdesk, sending an email, or by logging the incident in our web-based helpdesk portal – where you can add screenshots and files to aid our engineers in rectifying the incident more efficiently. Our helpdesk technicians then triage your call; you will receive a confirmation email or SMS and the SLA timer starts.

Our ISO 20000 based incident management procedures ensure that your incident is always investigated by the appropriate technician and resolved in the most efficient way to meet your SLA. We pride ourselves on frequent and

proactive updates provided via email or phone so you're always up to date with the latest progress.

We can provide multiple, equipment-based SLAs to help you keep your cost down. For instance, you may have a 4 hour fix on your mission critical servers; next-business-day response on the less critical devices; and a 3 day, non-urgent SLA on your development machines – all on a single service contract.

At any given time you can login to the online helpdesk portal and view all your on-site asset information, outstanding and closed calls, site information documents and other information relevant to your site equipment and setup. When a problem arises, our support staff can instantly view change request history so that problems can be addressed in the most efficient manner.

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## Key Points

- Incident logging and reporting via web-based help desk
- Incidents are automatically routed to the appropriate team member
- Automatic notifications and status updates via mail and/or SMS
- Full service level times are recorded, including the time spent at each action and function
- An online documentation trail lets you track incident status and the activities performed
- UK 24x7 Network Operations Centre (NOC)