UPTIME SOLUTIONS

NOC &
HELPDESK

Uptime NOC & Helpdesk provides an unlimited support offering to meet the needs of your SMB customers. Utilising proactive monitoring and automation for fast effective resolution of issues before they affect your customers, backed by our UK based 24x7 helpdesk & NOC staff.

UK BASED HELPDESK	24X7 NOC & SOC	WHITE LABELLED	CHANNEL ONLY	API INTEGRATION

SUPPORT
PODS

Our UK Helpdesk offers a unique Pod based system, this means our helpdesk is split into multiple smaller teams. Each pod consists of 4/5 engineers covering the 1st to 3rd line skillsets. This enables us to give each of your customers the personal helpdesk experience, both you and your customers get to know the team working with them and the pod gets to know the networks and customers they look after. Creating quality results and long term customer retention.

INTEGRATION WITH
YOUR EXISTING TEAM

If you are looking to fix your monthly costs to build a stable recurring profit margin, utilising our services is a great way to achieve this. Allowing your internal team to do the more interesting project and customer engagement tasks.

BRANCH OUT TO
24X7 SERVICES

Our out of hours support service allows you to extend your service offering to your clients beyond normal business hours. Out of hours support 5pm-9am Monday – Friday, all day Saturday & Sunday and public holidays (365 days a year).

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> UPTIME'S HELPDESK HAS ALLOWED US TO SCALE OUR BUSINESS CONSIDERABLY, WITHOUT THE CONCERN OF STAFFING. ALL WHILST KEEPING OUR HEALTHY PROFIT MARGINS
>
> CLIVE

API INTEGRATION

We deliver great value via our ticketing and RMM platform, we have built tons of aditional monitoring components and proactive automation to deliver market leading helpdesk services. If you would prefer that we utilise your PSA ticketing system or RMM solution, we have built API integration for some of the leading solutions. With this integration we can update tickets in your system for continuity and reporting purposes.

Our development team can even build API integration with custom build or lesser known PSA solutions!

OUR THREE SERVICE LEVELS

REMOTE

Unlimited remote and telephone support (Monday to Friday, 8am-6pm)

Pro-active monitoring

4hr contracted SLA for medium priority with 1hr target

Monthly Reporting

Calls answered as your brand

Basic Security Awareness Training

24x7 ad-hoc phone line*

Quarterly Reviews

Microsoft Patch Management

Third Party Patch Management

Per PC and Per server

Or

Per User

ONSITE

Unlimited remote and telephone support (Monday to Friday, 8am-6pm)

Pro-active monitoring

4hr contracted SLA with 1hr target

Monthly Reporting

Calls answered as your brand

Basic Security Awareness Training

24x7 ad-hoc phone line*

Quarterly Reviews

Microsoft Patch Management

Third Party Patch Management

Onsite support (8 hour target)

Network Support

Per PC and Per server

Or

Per User

24 X 7

Unlimited remote and telephone support (Monday to Friday, 8am-6pm)

Pro-active monitoring

4hr contracted SLA for medium priority with 1hr target

Monthly Reporting

Calls answered as your brand

Basic Security Awareness Training

24x7 Phone Line Provided

Quarterly Reviews

Microsoft Patch Management

Third Party Patch Management

Onsite support (8 hour target)

Network Support

Managed Antivirus

1hr contracted SLA for Critical tickets

Per PC and Per server

Or

Per User

*Ad-hoc out of hours phone line is at additional charge