

GLOBAL SERVICE DESK

PROFESSIONAL, CERTIFIED EXPERTS
SUPPORTING YOUR BUSINESS GLOBALLY

020 3855 0343
www.appliant.net

Full Problem Resolution & Expert Customer Service

In the world of IT, problems happen. Computers crash, passwords are lost, email stops working, and the list goes on. And without proper technical support in place, these problems can bring your business to an abrupt - and potentially damaging - halt.

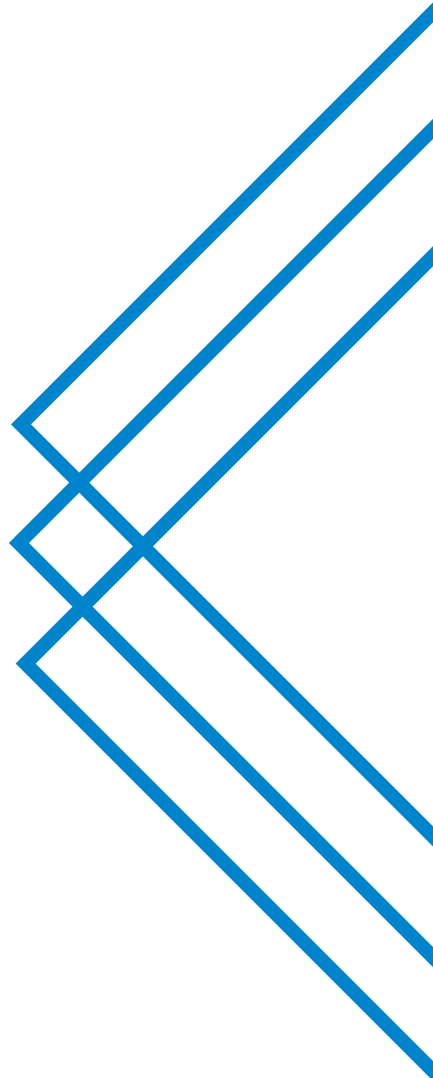
We have partnered with Continuum to deliver you a best-in-class Help Desk solution that already supports 56,000 users with exceptional satisfaction rates. You can enjoy peace of mind knowing that our certified technicians can quickly and efficiently resolve even your most complex technical problems.

Proactive Care & Maintenance

Not every support issue can be called a catastrophe... until it prevents you from being able to do your job. We're here to help you stay ahead of the curve, so you can focus on growing your business - and to do so, we've adopted a proactive approach to network monitoring and IT maintenance.

So when you call to report an issue, there's a good chance we're already aware of the problem you're experiencing - and are actively working to resolve it.

Technicians receive regular training, coaching and quality review to continuously sharpen their skills, and they're backed by a team of professional supervisors and managers to ensure consistency and unmatched service delivery.



Peace of Mind and Support When You Need It

For many businesses, IT support is little more than an afterthought – and it's not until a problem actually prevents people from doing their jobs that anyone realizes proper tech support isn't in place. Continuum Help Desk is designed for one thing only – to provide best-in-class service and support to our clients, so you can enjoy peace of mind knowing that the right help is just a phone call away.

Continuum Help Desk technicians can be contacted via phone, email or even web-based chat – so your employees can get the help they need quickly. Contact us today to learn more!

Help Desk Support Covers

- Microsoft and Apple desktop operating systems
- Microsoft Office and leading third-party applications
- E-mail applications and Web browsers
- Thin clients and virtual desktop infrastructure (VDI)
- Hardware and network troubleshooting
- Printer installation and support
- Mobile phones and tablets
- User administration
- Desktop performance problems
- Virus and malware infections

What Make Us Different

Experience, Integrity, Transparency, Communication

With nearly 20 years experience, our team have successfully worked both client & supplier side roles, covering I.T Management and Support, Account Management and Project Management.

We build our relationships based on trust, honesty and experience. We won't sugar coat the truth and offer complete transparency. Many companies in the IT industry white-label, outsource. We will always be open with you around what we are doing.

We hold open channels of communication with our clients, whether using skype, phone or email. We strive to be open and proactive in our communication at all times.

What Does it Cost?

Not for you? Ask about our IT Management Service & use a different support provider!

We aim to keep our pricing simple, our helpdesk is priced per user per month, if you have servers on-premise or in a data centre we'll support those too, the costs are all laid out on this page.

Included Features	Remote Help Desk
Windows, Mac & Mobile Support	✓
Webroot Antivirus License (Win/Mac) License	✓
Malwarebytes Anti-Malware Pro Software (Win/Mac) License	✓
Performance & Preventive Maintenance Reports	✓
LogMeIn Pro Remote Control	✓
Patch Whitelisting Service	✓
Antivirus Management	✓
Web-based Management Portal	✓
Desktop Performance Monitoring	✓
Policy Management	✓
Client Communicator with Self-Help Center	✓
US-based, End-Client Help Desk	✓
Administrative Tasks	✓
Virus & Malware Removal Assistance	✓
Software Installations	✓
Monthly Price (Per User)	£45.00 24x7 Coverage
	£35.00 Business Hours (8am - 6pm)
	£25.00 After Hours (5pm - 9am)

Included Features	Remote Server Care
Hardware & software audits	✓
LogMeIn Pro	✓
Ticket-based workflow	✓
Ticket escalation with steps to resolution	✓
Patch whitelisting service	✓
Multi-vendor antivirus management	✓
Remote restart of services by NOC	✓
Full remote problem resolution by NOC	✓
Patch deployment by NOC	✓
Proactive or on-demand server restart	✓
Global policy troubleshooting	✓
System performance analysis & troubleshooting	✓
MS Exchange health check & defragmentation	✓
MS Service Pack installation	✓
Monthly Price (Per Server)	£50.00

What next?

Lets talk about your requirements,
Please contact us:



hello@appliant.net



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appliant

Simplifying IT. Optimising Business.

