

24x7 Service Desk Support

Are you struggling to support your users, are issues taking too long to fix, is your team costing too much and is there any visibility of what is actually getting done?



You need to know that your team is happy and productive, that issues are being resolved quickly and that you have time to focus on more strategic business initiatives. Engaging with an effective IT Support partner who offers you a fully managed and transparent 24x7 Service Desk IT support is essential to your business if you are to achieve your goals.

Our aim is to be your long-term technology partner, always putting your needs first. We will get to know your people, processes and technology and will do all we can to give you the secure and robust technology platform that you need to meet your business objectives.

We are on hand to support all of the technology that keeps you operational, from your servers, storage and networking infrastructure, to mobile devices and third-party applications. We will provide you with complete:

- ✧ **Incident Management** - We will manage the complete issue lifecycle, provide timely resolutions, regular communication and will look to prevent recurrence of incidents.
- ✧ **Problem Management** - We will analyse the impact and root cause of incidents and reduce repeat incidents in your IT, mitigating risk.
- ✧ **Change Management** - We will streamline the planning, approval and implementation of changes in your IT environment.
- ✧ **Asset Management** - We will discover, track and manage your IT hardware and software assets, help optimise utilisation and help ensure compliance.
- ✧ **Reporting** - We will provide you with a host of transparent reports, giving you better visibility of your IT and allowing you to make decisions based on the right data.

24x7 Service Desk Support Benefits

-  **Lower cost, flexible IT Support that you need to meet your business goals.**

Significantly reduce the cost of your IT through the improved use of resources, as well as a lowering of your IT staffing costs. By outsourcing your service desk, you get the cover that you need, when you need it, as well as the ability to automate many manual processes that take time away from your team. We will help you mitigate your IT risks and increase your team's satisfaction.
-  **Get access to a team of highly experienced and knowledgeable engineers who are all directly employed by Cardonet.**

There are times where you won't have the technical know-how within your team. By outsourcing your IT Support, you get access to a wide variety of different, in many cases specialised skill sets, all as part of your agreement. We will be able to quickly identify the best person to fix your issues, which helps improve resolution times and helps keep your team productive.
-  **Benefit from regular communication and completely transparent IT support reporting.**

We pride ourselves on our customer service. We are not just an anonymous voice at the end of a phone. When you have an issue, we will be friendly and helpful and we will do all that we can to solve your issues quickly. While we work, we will keep in regular contact with you so that you know where you stand. We will then transparently report on all issues. This gives you greater visibility of your IT costs and assets, which will make IT more accountable to your business and your success.
-  **Enjoy extensive 24x7x365 monitoring and proactive support.**

We use an array of tools to monitor your IT Infrastructure 24x7x365. Our team will spot issues quickly and will work hard to overcome them before they become business affecting. This monitoring, as well as our trend analysis, means you get a more stable infrastructure for your business. On average, as an organisation, we spend 30% of our time on proactive activity in order to prevent issues occurring, rather than just reacting to them.
-  **Get access to a host of spares and loan equipment to keep your business operational.**

We have a vast inventory of spare stock and equipment that we can get out to you on loan should it be needed. You don't want to find yourself in a situation where someone, a team or even your entire business can no longer operate because of a technology failure. We hold a stock of loan equipment to get you through until such time as we can get you operational again.
-  **Guaranteed response and resolution times backed by a bespoke service level agreement (SLA).**

We recognise that every business is different and that you will have different requirements to others. We will work closely with you to ensure that you get the right cover for your business and then we back our agreement with a bespoke service level agreement (SLA) with guaranteed response and resolution times.

Discover how you could benefit from effective IT Service Desk Support.

Our friendly team of IT Support engineers will ensure that you remain productive.

Discuss your 24x7 Service Desk Support needs by calling us on +44 203 034 2244 or +1 323 984 8908, or emailing hello@cardonet.com

24x7 Service Desk Support Features

- ✧ Flexible IT Support agreements to meet your business needs.
- ✧ Friendly, responsive and complete end-user IT Support.
- ✧ Extensive 24x7x365 networking monitoring and alerting.
- ✧ Guaranteed response times based on agreed SLA.
- ✧ Spares and temporary loan equipment.
- ✧ 3rd party vendor support and escalation.
- ✧ Proactive support.
- ✧ Remote support.
- ✧ Onsite support.
- ✧ Out of hours support.
- ✧ Comprehensive reporting.
- ✧ IT roadmap support.
- ✧ A single point of contact for all of your IT Support needs.

Service Desk Support Options

- ✧ A range of hours up to 24x7x365.
- ✧ Just a particular skill set, or complete end-to-end support.
- ✧ Outsource either all, or just part of your needs.
- ✧ 3rd party support.

Our Technology Partners



Allowing you to do more

- Concentrate on other elements of **your business**.
- Access the IT support platform that you need for **success**.
- **Confidently expand** your opening hours, knowing that you are covered.
- Call on a trusted **single point of contact** for all of your IT requirements.
- Get a **stronger alignment** between IT and your business.
- Change IT from a cost centre into a **true business enabler**.
- Improve **service delivery and team satisfaction**.
- **Reduce all employment issues**, such as sick and holiday cover.
- Confidently cater to the demands of a more **mobile team**.
- **Overcome** any inconsistent service delivery.
- Get **effective IT management** information.
- **Overcome poor performance** from your current IT Service provider.

Trusted to deliver expert IT Services by



HALCYON GALLERY



Evertaste



Why Cardonet



TRUE 24X7 OPERATIONS



PROVEN TRACK RECORD



SINGLE POINT OF CONTACT



VENDOR NEUTRAL



CUSTOMER FOCUSED



PASSIONATE & EXPERIENCE



TRUSTED PARTNER



FOCUSSED ON QUALITY



AGILE AND AWARE



FULLY ACCOUNTABLE

Awards



Accreditations



Our Commitments

Our Team

We employ friendly professionals who have well-rounded experience, the ability to work in a team and a desire to be helpful.

Our Processes

We continue to invest in our systems and have the standards in place for effective, streamlined and consistent service, customised to meet your needs.

Our Mission

We are dedicated to providing remarkable IT services that improves your performance, increases your productivity and protects you.

Our Promise

We value long-term relationships built on trust. To achieve that, we deliver fully supported vendor neutral solutions that are essential and reasonably priced.

Your IT Services Partner for



IT Support



IT Consultancy



Managed IT



Managed Cloud



Communication



Cyber Security

Transform your IT Support with our experienced, 24x7 Service Desk

Call us on +44 203 034 2244 or +1 323 984 8908 or email us at hello@cardonet.com to start the conversation.

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