Support Services

Taking advantage of our Support Services means you can focus on your business while we support your back office. Whether you require an IT Service Desk, Desk Side Support, Technical Account Management, or full ITILv3 Service Management, we can take care of you.

The Challenge

In today's society, everywhere we turn we see the impact of IT and digital transformation. Whether it is through desktop or mobile devices running business applications, a local IT estate, or Public/Private Cloud infrastructure, platforms and software services. A combination of skills shortages, increasingly large IT estates to manage, security and regulatory and compliance drivers, significant IT challenges can be incurred.

The Solution

At Advanced, we offer a broad range of Support Services to address the needs of you and your business.

Below is an overview and specifics around the features we can provide:

Service Desk

Outsourcing the service desk enables you to focus on your business, knowing that where there are issues, an external service desk is able to handle and prioritise them. The Advanced Service Desk offers a primary point of contact for all Incidents and Service Requests. When you outsource your Service Desk to us, you can

be assured that our experts are appropriately and efficiently dealing with any issues. This gives you more time to focus on growing your organisation. We will give you a primary point of contact, who will be available to you for all incidents and service requests.

Our Service Desk:

> Acts as the 1st point of contact for you Our Triage Services, hold the responsibility for ascertaining priority, impact and urgency of the situation

> We handle and incidents you may have

> The responsibility for the response and resolution being in line with the agreed SLA is held and adhered to by us

> Our support is available during your core business hours

> You can communicate with us via email, telephone, self-service portal, auto-logging or web chat

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Desk Side Assist Service

Our Desk Side Assist Service is designed for businesses who rely on IT to enable them to carry out their daily tasks. The Desk Side Assist Service removes hassle by delivering you with a single point of contact for users to receive support and maintenance. This support and maintenance includes installing, diagnosing, repairing, maintaining and upgrading all hardware and equipment (including but not limited to, PCs, printers and mobile devices), to ensure optimal workstation performance. Your contact will also troubleshoot any problem areas.

Features of our Desktop Side Assist Service include:

> A highly available single point of contact for IT enquiries, ticked logging and updates

> There will be consistent maintenance of your Asset Register

> We will manage any change that occurs

> Installation and maintenance of hardware and standard software is taken as our responsibility

> We will perform troubleshooting

> Patching will be done as necessary

> We will produce and collate necessary documentation, and put runbooks in place that contain procedures necessary to ensure your network runs as smoothly as possible

> One of our team will be your single point of contact

Service Management

Service Management performs a critical function to ensure that IT is co-ordinated, maximising the uptime of your IT service. This comprehensive service ensures that your IT service is always fit for purpose, regardless of if the service is 'at rest' or 'in transit'. We provide you with an integrated ITILv3 based service management that is process based, and focused on satisfying your business requirements. Our Managed Service offering provides the following IT Service Management components:

> We will manage any and all incidents and problems that occur

> All of your requests will be fulfilled as is appropriate

> We will manage any change that occurs

> The capacity of your service will be managed by our experts

> Your software will be managed, planned, scheduled and controlled. This will include testing and deploying software releases as necessary.

> We shall establish and maintain the consistency of your product's performance, functionality, design, and operational information throughout your product's life.

> Our Asset Management will track and report on your assets

> Your infrastructure will be supplied and managed by us

> Our expansive and supportive Data Centre Services are included

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Technical Account Management

The evolution of technology is moving at high speed. New features can now be the difference between a stagnating business and a flourishing one. However, with change comes risk, which is why our Technical Account Manager manages the continuity of a service's design, integrity, and technical validity throughout the service's lifecycle. This means your change will happen with minimal risk, due to our management.

The features of our Technical Account Management service are:

> Ensuring the technical design documentation is kept up to date

> Our operational technical resources actively contribute to any and all design, strategy, standards, policies and procedures necessary for your service

> We provide contributions to any service improvement programs that become available

> Upholding product standards

> Technical strategy and roadmap planning will take place so you know how processes will affect your business

> Technical Pre-Sales support will be available to you for all new initiatives

More information

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