Get the experts taking care of you

AT A GLANCE

- Delivers 24x7x365 global coverage from UK, Europe and South Africa, supporting your international operations.

- Provides consistent high quality of service, based on ITIL framework.

- SLAs range from 15 mins to 1 hour for business-critical incidents.

- Free-up core IT resource in your business to focus on your business, not ticket resolution.

FEATURES

- Choose from flexible fixed-scope and ad hoc draw-down support depending on your support requirements.

- For all customers, Viadex maintain an infrastructure knowledge base, documenting known technical issues, and specific "rules of engagement" as well as identifying key business staff who may require priority support.

THE VIADEX GLOBAL IT SERVICE DESK IS IDEAL FOR:

- Organisations who want to focus their internal IT staff on more challenging and business critical tasks and projects.

- Organisations without customer oriented staff with technical capabilities who can deliver on their business needs.

Viadex keep your environment running efficiently and effectively.
We also provide regular support service reviews that assess incident activity, SLA performance and technical challenges. The reviews help identify improvements to key service delivery deliverables, enhancing the business experience.

THE SOLUTION

Single Point of Contact

The Viadex Global IT Service Desk provides a single point of contact (SPOC) saving time, effort and costs.

Flexible fixed-scope and ad hoc contracted support

We offer a range of SLA-backed 24x7 proactive monitoring and support services which can be tailored to meet your unique requirements.

Driving continual improvement

Dedicated account managers and regular service reviews provide focused feedback for continual improvement through the lifecycle of support services.

Service designed for the way you work

Our Global IT Service Desk offering can include any of the following features which you select; to align to your business and operational needs:

- Active Directory and Identity Management
- Ad hoc Support
- Anti-Virus and Anti-Malware
- Asset Discovery and Management
- Endpoint (Server & Desktop) Backup
- Hardware Maintenance

- Patch Management & Software Deployment
- Proactive Monitoring
- Remote Control
- Remote Management of Infrastructure and Services
- Third Party Support Management
- Vendor Escalation

Setting up the service

Audit: Our initial audit of your IT environment identifies key infrastructure components such as network, servers, storage, applications and user devices.

Deploy: A monitoring proxy server and lightweight agent facilitates agent-based and agentless proactive monitoring using custom developed monitoring templates.

Audit — Deploy — Connect — Manage
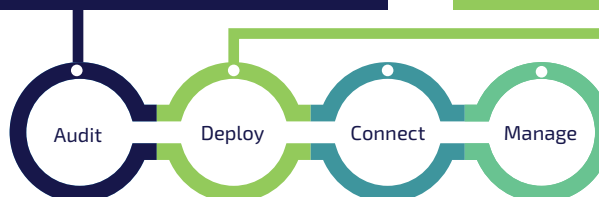
Connect: We securely connect to your environment through a VPN to facilitate remote access for monitoring led remediation activities*.

Manage: For end-user support, agent-based client software is deployed via policy to bring all discovered endpoints under management; enabling asset inventory management, patch management, policy configuration, software deployment, managed security and remote support services.

* For customers whose security policies cannot accommodate third party IPSEC VPN's we adopt a flexible approach to work in accordance with your requirements.

🛡 AUDIT   ⊞ DESIGN   🔧 DEPLOY   ⊘ OPTIMISE

EUROPE: +44 208 739 1000 | AFRICA: +27 21 001 1175 | ASIA: +65 6950 0474 | AMERICAS: +1 833 847 3845

services@viadex.com | www.viadex.com | VIADEX LTD, UNIT 20, RED LION BUSINESS PARK, RED LION ROAD, SURBITON, KT6 7QD, UK

Viadex Global IT Service Partner
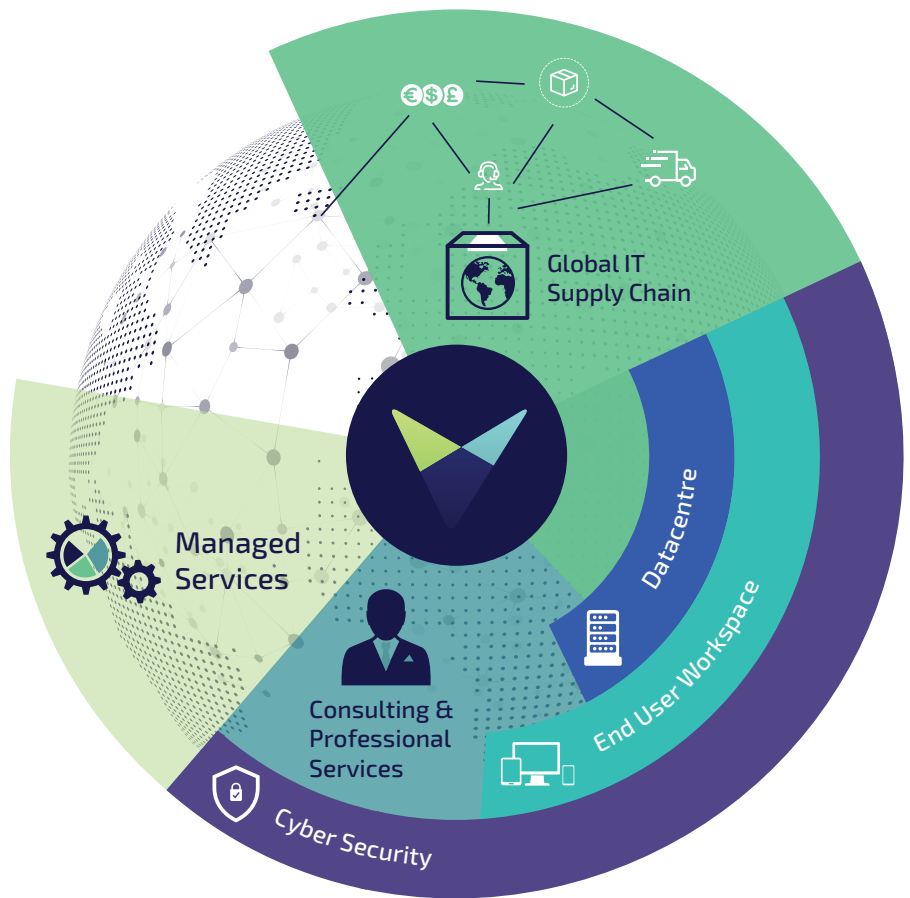
FULCRUM IT PARTNERS

Managed Services

About Viadex

Tailored: We tailor our Managed Services to meet your needs and business demands. Services range from monitoring events in your datacentre to managing your hybrid environment, out to your end users' desktops and applications.

Protection: Viadex Managed Services provide continuous vigilance over what happens in your datacentre, your systems, your cloud environment, network, applications and endpoints.

Support: Viadex provides 24x7x365 technical expertise, service consistency and flexibility across multiple vendors, technologies and geographies.

Focus: Viadex help you to reduce overheads and improve efficiency by leveraging our scale, methodologies and high levels of standardisation to deliver world-class solutions enabling your business to concentrate on what it does best.

Global IT Supply Chain

Datacentre

End User Workspace

Managed Services

Consulting & Professional Services

Cyber Security

Global Logistics

By partnering with our customers, we handle the process of manufacturer evaluation and selection, commercial negotiations and global support to make sure the technology solutions meet the necessary business requirements.

The Viadex Global Logistics Service helps you create an infrastructure that is agile enough to adapt and grow with you across the globe. The entire team work across all International time zones, no matter where you are based, offering a 24/7 emergency worldwide response.

Consulting and Professional Services

An agile infrastructure designed to service end-user experience is both critical and indispensable in today's world.

Viadex Consulting and Professional Services follow our core methodology of Audit, Design, Deploy and Optimise, to help transform your infrastructure to directly support your business productivity goals and enhance end-user experience.

Managed Services

Viadex has the global capability to provide a wide range of Managed Service solutions to help organisations with the operation of their technology environments.

Viadex provide 24x7x365 technical expertise, service consistency and flexibility across multiple vendors, technologies and geographies.

Every service is wrapped into our Global IT Service Desk, using IT Service Management and ITIL aligned frameworks, detailing set processes supported by highly skilled and trained people.

Cyber Security

Datacentre

End User Workspace

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