

PC User Desktop Support

oncore IT's two desktop services are aimed specifically at ensuring users desktop PC's remain operating at optimum performance. By adopting an agreed policy based 'lock down' configuration for every desktop PC, much greater efficiency is achieved from the system overall dramatically reducing user downtime and technical support. In addition, by having adopted a 'lock down' policy on your desktops means that should a serious problem occur with a user's PC that would normally take several hours to resolve, it can be quickly 'wiped clean' and normally rebuilt in under an hour.

Managed Desktop service (OMD): This is our premier, true 'end-to-end' Desktop PC managed service. From the point at which we provide you with your new PC's, we agree a 'lock down' policy with you during their initial configuration and implementation. Once your PC's have been installed, OMD provides a fully managed service to quickly resolve all of your desktop PC issues remotely from our Network Operations Centre, or on your site if need be, all within a guaranteed time period.

Desktop Assistant service (ODA): A slightly less comprehensive service than OMD, ODA is aimed at those clients who do not need to upgrade their desktop PC environment just yet, but who want to benefit from a much improved level of control and support across them. ODA provides you with the same quality of support and response time as with OMD, however, due to the fact that the PC's are of differing make, specification and configuration they cannot have any 'lock down' policy implemented. Therefore, we cannot guarantee the time period in which we can resolve an issue. Also, if on-site engineer attendance is required with the service an additional charge will be made (Please note oncore IT vouchers can be used for this purpose).

The Benefits

Managed Desktop (OMD)

- Latest desktop PC technology and applications in 'standardised' configuration
- Global 'Lock-Down' Policy benefits:
 - Better control & management over key company asset.
 - Much improved user efficiency through minimizing PC down time.
 - Ability to meet increasingly stringent business compliance regulations.
- Guaranteed fault resolutions within an agreed time scale in accordance with your Service Level Agreement (SLA).
- Known Fixed Cost - no additional charges - OMD is an all inclusive service.

Desktop Assistant (ODA)

- Cost-effective control & management of your existing desktop PC environment.
- No immediate requirement to upgrade all of your desktop PC's.
- 'Breathing space' to allow for properly planned desktop upgrade approach.

Key Service Features

Managed Desktop & Desktop Assistant:

oncore IT will address your requests through a remote Fix (from its Network Operations Centre) or through an on-site Engineer Attendance Fix.

oncore IT will periodically review updates, patches and fixes from its key third party vendor partners.

oncore IT will make statistical information available you on the oncoreit.com website, via a secure specific password-protected log in. This information includes: statistics on call logs; contracts; virus incidents; training; and customer satisfaction surveys.

