



● Deskside Services ●

Daisy Deskside Services optimise the availability of your IT services, complementing remote diagnostics and hardware maintenance through either dedicated onsite resources or fast access to nationwide mobile teams for end user support – providing higher levels of first-touch fault resolution and system recovery.

These value added services, which enhance the availability and performance of IT through a physical presence, provide the optimum mix of skills sets and hours of cover to match any operational, technical or business requirement. Our Deskside Services clients include the National Trust for Scotland and Synapse.

What's covered?

Daisy Deskside Services can be provided as either a dedicated on-site resource for your organisation or on a shared/syndicated basis that gives you fast and easy access to a nationwide mobile services team. We provide full UK mainland coverage.

- Deskside Support including software reload, software configuration, 'How do I?' assistance
- Installs, moves, additions, changes, disposal (IMACD) including new configuration, relocation, removals
- Administration and support including backup management (tape rotation), consumable replenishment, skilled resources

Our expert engineers work on-site in response to incidents opened with either the Daisy or your own Service Desk, in line with agreed service commitments and incident management processes. Where a dedicated resource is provided, you can also allocate other project-based work providing it's within the skill set and experience of the resource, and doesn't adversely affect the engineer's ability to deliver the core services agreed.

How You Benefit

- A fast, focused and personalised on-site service to address multiple requirements:
- Complement Service Desk operations and extend user coverage to provide a physical presence when remote resolution is not possible
- Improve IT service levels while simultaneously reducing costs associated with delivering services in-house, retaining non-core skills, recruitment, training and more
- Flexibility in providing skilled highly accredited and highly visible resources through either dedicated or shared resource model
- Enables you to focus on core non-IT related business by ~ removing the need for costly and specialised IT resources in-house – and removes the risk of dependence on a limited number of experienced staff

“Daisy gives us the benefits of an in-house IT team... its proactive approach means IT problems don't mount up, and the IT we rely on so heavily can support our work effectively.”

Synapse Learning

What can Daisy Deskside Services do for you?

Additional options

Return to Service – in addition to the standard operating system reload, this option enables agreed applications and data to be reloaded if affected by a hardware failure; Daisy can provide this service where hardware is not the root cause of the failure

Temporary Staff – replacement skilled personnel or remote support cover for both scheduled and un-scheduled absences

Time and Materials – services beyond the scope of an existing contract such as out-of-hours delivery can be provided on a time and materials basis

Governance and best practice

An active corporate member of the IT Service Management Forum (itSMF), Daisy is fully engaged with the development of best practice in IT service management, standards and qualifications – so our customers always benefit from the latest skills, proven processes and industry-recognised practice. Our service management system is conformant with ITIL processes and provides a range of management information as metrics and Key Performance Indicators (KPIs), reviewed on a regular basis. When new service support processes are instigated we formulate a service catalogue in partnership with the customer to describe the services provided, service levels, escalation points and charges. We actively encourage conformance and compliance with ISO/IEC 20000.

To find out more about Daisy consultancy services speak to one of our specialists today:

 **0800 040 88 88**

 sales@daisygroup.com

Why Managed IT Services from Daisy?

Today's internal IT function cannot be all things to all people at all times, staying on top of the latest technology and meeting changing demands while facing constant pressure on budget, headcount and resources. This is where Daisy can help you to reduce costs, enhance IT service levels, eliminate risk and profit from innovation through a complete range of managed IT services – all informed by business-focused consulting and with business continuity embedded. We develop a deep understanding of your set-up and requirements then advise on the right services to optimise efficiency while driving costs down. In addition to Service Desk, other Managed IT Services include:

- Service Desk
- Software Support
- Hardware Support & Maintenance
- Installs, Moves, Additions, Changes
- Disposal (IMACD)
- Systems Monitoring & Management
- Network Monitoring & Management
- Managed IT Lifecycle Services
- Service Delivery Management
- Business Consulting