

Fundamentals First



# Fully Managed IT Helpdesk & Operations Centre



UK based



ISO 27001  
ISO 9001



Support your desktops, laptops and mobiles  
Maintain core IT system and website availability  
Resolve your employees IT support tickets

# Support your business

Fundamentals First's fully managed IT Help Desk and Network Operations Centre (NOC) provides a scalable IT support department for your business.

- Perfect for scaling your 9am - 5pm internal IT Support team to 24x7 and weekends, at a minimal cost.
- Great for reducing and redirecting internal employee focus on to strategic tasks.
- Brilliant at simplifying your patching and support needs, to align with compliance and audits.

The days of businesses only operating 9am to 5pm, Monday to Friday are long gone.

Your customers and employees demand flexible services that are available when they want them to be.

You need to be confident that your IT services are reliable and available.



## What is an IT Help Desk & Network Operations Centre?

Businesses rely on IT systems, from eCommerce applications, marketing websites and HR systems, through to end user devices like desktops, laptops, mobile phones and network connections.

These systems need continual monitoring, support and maintenance. The IT Help Desk allows employees to raise IT support tickets that they will resolve. The Network Operations Centre (NOC) will monitor system availability and issues, raising and resolving support tickets proactively.

Support customers, systems and employees up to 24x7, without the overheads of additional staff, training and associated costs.

## Benefits of an outsourced IT Help Desk & NOC

### 24x7 coverage

All your incident tickets answered realtime, 24 hours a day, 365 days a year.

### Increased uptime

Improve customer experience by providing a reliable service, backed by technical experts using industry standard tools.

01

02

	Office Hours Ticket Based	Out of Hours Ticket Based	24x7 Ticket Based	24x7 Unlimited 30
Monday - Friday (8am-6pm)	✓	●	✓	✓
Overnight (5:30pm-8:30am)	●	✓	✓	✓
24x7 Weekends	●	✓	✓	✓
Bank Holidays	●	✓	✓	✓
Example Monthly Tickets	40 tickets	40 tickets	40 tickets	Unlimited for 30 users
Network Support	●	●	●	✓
Proactive Support	●	●	●	✓
Patch Management	●	●	●	✓
Monthly Reporting	✓	✓	✓	✓
Contracted SLA	Standard	Standard	Standard	Upgraded
Onsite Support	Optional	Optional	Optional	Optional
Per Month Starting From: (ex vat)	£650	£680	£715	£900



40 - 60% cost savings



Contracted SLAs



Proactive support



System patching

Scalable

Your solution can be implemented quickly to meet any short-term needs whilst allowing for growth and future business strategy.

04

Immediate handling of incidents

With 24x7 monitoring, we will proactively start resolving an incident when it happens.

03

Specialist technical knowledge

Highly trained engineers are available all day, every day, to ensure your infrastructure is monitored and maintained professionally.

05

Reduce internal workload

Simplify your business by reducing the day to day noise and need for more specialist IT support staff.

06



SCAN ME

Fundamentals First



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## Who are Fundamentals First?

Fundamentals First focus is to deliver real value to organisations through data driven transformation and implementing robust frameworks. Our core belief is that if the fundamentals are right in an organisation, then that organisation becomes free to focus on expanding their operations safely and effectively.

Our Vision: To release the potential of all businesses.

Our Mission: Using data analysis, insight and experience to help businesses develop better frameworks and platforms to support rapid growth.

Our Values: Be objective, be prepared, be human, deliver tenaciously.



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## IT support for your business

Take the hassle out of supporting your day to day technical needs, with our UK based 24x7 IT Help Desk and Network Operations Centre (NOC).