

Remote Managed Services

Remote Managed Services allow all your company's end users to do their job effectively by having 24/7 IT support. In turn, this leaves your own IT team with capacity to work on profit generating projects for your business.

Why Remote Managed Services are an ideal solution for your company

Outsourcing IT services and support to us provides a plethora of benefits to your business. We ensure your organisation keeps running smoothly, whilst staying secure and allowing you to maintain control over costs.

Key Features

- **First Line support for all staff and employees**
 - Providing all end users with a qualified IT support resource
- **Security**
 - Installation and Management of ESET Security Suite*
- **Network printer configuration**
 - Removing the hassle of determining which fault has occurred
- **Network scanners**
 - Setup and configuration for scanning to Hosted Desktops**
- **New user set-up and decommission of users**
 - Removing barriers to get new starters on-boarded whilst securely managing the exit of leavers
- **Administration of User Permissions and authorisations**
 - We will take responsibility for all system administrative changes
- **Measurement of speed or performance by your internet service provider (ISP)**
 - Monitoring the internet traffic and quality of service you receive from your ISP

*subject to ESET licence

**Where network scanners support SMTP and FTP

Key Benefits

- Receive expert help in a fast response time
- Experience increased productivity from staff by supplying instant 24/7 IT support
- Reduce costs by securing a fixed monthly fee for a team of experienced experts over expensive in-house teams and unknown one-off costs
- Alleviate pressure on your existing IT team by out-tasking selected services to us, allowing your own IT organisation to focus on valuable business projects
- Work with experts who understand all relevant security and data legislation, ensuring you are always safe and secure

For a free demonstration and pricing, please contact us on 020 3239 6181 or email us contact@hduk.co.uk | www.hduk.co.uk

