GCloud14

Access Managed Endpoints

Service Definition

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1   Service Overview

An end-to-end device management solution that reduces the burden when sourcing, managing and maintaining new IT equipment. From laptops and mobile phones to headsets, keyboards and other peripherals, we provide a complete Device as a Service, secure IT solution.

Offered with different specifications to meet your business needs.

Bronze – Entry level laptop
Silver – Standard Office Productivity worker
Gold – High performing device for all workloads
Executive – Surface Pro device for Business Executives and Partners

2 Onboarding

Supporting Office, Remote and Hybrid working.
Devices are shipped straight to the user and as soon as the device has logged on, the integrations with Microsoft Entra will install your applications automatically. No need for an IT team to setup your device first.

Phase 1, Select the desired devices and quantities

Select from different devices, and configurations to ensure the right user profile has the right power to perform their day-to-day tasks.

Phase 2, Delivery of devices

Devices are delivered straight to your staff whether working remotely or in the office. The device will arrive in a branded box with any peripherals you may have ordered too such as monitors, keyboard, mice, headsets and docking stations.

Phase 3, Application installs

The user will have been provided with their credentials in advance of the device arriving, so that once they're connected to Wi-Fi and securely authenticated, their business applications will automatically install, as too will critical security patches.

Phase 4, Support

Included within the subscription is access to support for your device, and optionally user support too. The UK based service desk will support via phone or email with any queries or issues. If the device breaks, it will be replaced next business day if logged before midday.

3 Additional Service Options

The table below highlights the additional value-added services that our consulting teams can provide. Please take some time to review these.

Device Security	Implementing best-practice Microsoft 365 security for your tenant and devices to improve your security posture
User Support	Our UK based support team can provide an IT service desk function to assist you with more than device support

MS 365 Licensing	As a Direct Microsoft CSP partner, we can help provide licensing & support for MS 365 products
MS 365 Backup	Cloud enabled backup for your Microsoft One Drive, SharePoint & Teams data
Zero Trust Network Access	Protect your hybrid workforce with ZTNA 2.0. Protect all application traffic, even SaaS, while securing both access and data to dramatically reduce the risk of a data breach
Email & File migrations	Email migrations to MS365 & SharePoint/Teams

4   Service & Support Management Details

At Access we know why you choose our products, it's because you want to be more successful. We want you to be more successful too. So, we've taken a good long look at how we support you, taken on board feedback and made it a whole lot better. We're not just here to support you when you need a hand - we're here with you at every stage of your journey.

Support Commitment

We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving most tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

We provide 2 main support plans for Access Managed Endpoints as detailed below.

Device Support

Included as standard in all Managed Endpoint offerings, we will help diagnose any hardware faults, and replace any broken devices next business day when logged before midday.

User Support

Access Managed Services (AMS) offers multi-level support, from standalone end user support through to fully managed IT services encompassing user management, third party escalation and resolution ownership, remote technical support and service desk services focused on ensuring resolution of user related issues, provided as a per user per month offering, dependent on package. This service is extended as an enhanced option for any product or device support you may have.

5   Account Management & Customer Success

With over 100,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specializing in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

6   Business Continuity statement/plan

The Access Groups full and most up to date business continuity plan can be requested by emailing Natalie.gilesgrant@theaccessgroup.com

7   ISO27001:13 accreditation

The Access Group has achieved full ISO27001:13 accreditation across the Group. ISO/IEC 27001:2013 (also known as ISO27001) is the international standard that sets out the specification for an ISMS (information security management system).Its best-practice approach helps organisations like Access manage their information security by addressing people and processes as well as technology. Independently accredited certification to the Standard is recognised around the world as an indication that our ISMS is aligned with information security best practice.

We are finding that this is a key requirement of organisations that work with the Access Group.

8   Technical Requirements

You will require approproate MS 365 licensing to support secure MFA authentication and Intune Mobile Device Management.