



Pure Cloud Solutions (PCS) - Service Definition – Endpoint and Server Support

Service description

Endpoint and Server Support provide proactive monitoring, management and technical support for user devices and servers. The service covers desktops, laptops and on premises or cloud hosted servers, ensuring systems remain secure, patched, available and supported through responsive incident management.

Service scope

The service supports Windows, macOS and supported Linux operating systems across endpoints and servers. It includes remote support, monitoring, patching, security management and optional onsite assistance where agreed.

Service features

- Proactive monitoring and alerting
- Incident, problem and change management
- Operating system and application patching
- Remote technical support
- Optional onsite support
- Asset and configuration management
- Antivirus and endpoint protection management
- Backup monitoring and recovery assistance
- Performance and capacity monitoring
- Reporting and service reviews

MORE INFO: WWW.PURECLOUDSOLUTIONS.CO.UK

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Service benefits

- Reduced downtime and disruption
- Faster fault resolution
- Improved security and compliance
- Predictable support costs
- Improved user productivity
- Extended device and server lifespan
- Clear accountability for IT operations
- Scalable support model
- Expert technical resources
- Improved service visibility through reporting

Service constraints

Support is limited to supported operating systems, applications and hardware. Services rely on suitable network connectivity and remote access. Onsite support is subject to location, availability and agreed response times. Third party or customer managed infrastructure may limit the level of control or remediation available. Planned maintenance and patching require agreed service windows.

Service management

The service is delivered using ITIL aligned processes for incident, problem and change management. Support requests are logged through a service desk and prioritised based on agreed severity levels.

Onboarding and implementation

Onboarding includes discovery, asset validation, access configuration and deployment of monitoring and management tools. Documentation and service handover are provided at completion.

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Service levels

Service levels are agreed with the buyer and typically include defined response and resolution targets based on incident priority. Service credits may apply where agreed SLAs are not met.

Security

The service includes endpoint protection, patch management and secure remote access controls. Administrative access is restricted and audited. Security activities align with recognised industry best practices.

Data handling

No customer data is stored beyond what is required for service delivery, monitoring and support. Any data accessed during support is handled in line with UK data protection legislation.

Exit management

On service termination, monitoring tools are removed and access is revoked. Support documentation and asset information can be provided to assist transition to another provider.

For more information. Please contact the support team on 0333 150 6780 or support@purecloudsolutions.com

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