

Service Desk Overview

Qnetix gives you a reliable, business-ready Service Desk that keeps your people productive and your operations moving. We act as your single point of contact for IT support, covering everything from everyday user requests to complex incidents and security concerns. UK-based engineers deliver L1 to L3 support with clear ownership, fast response and consistent service quality.

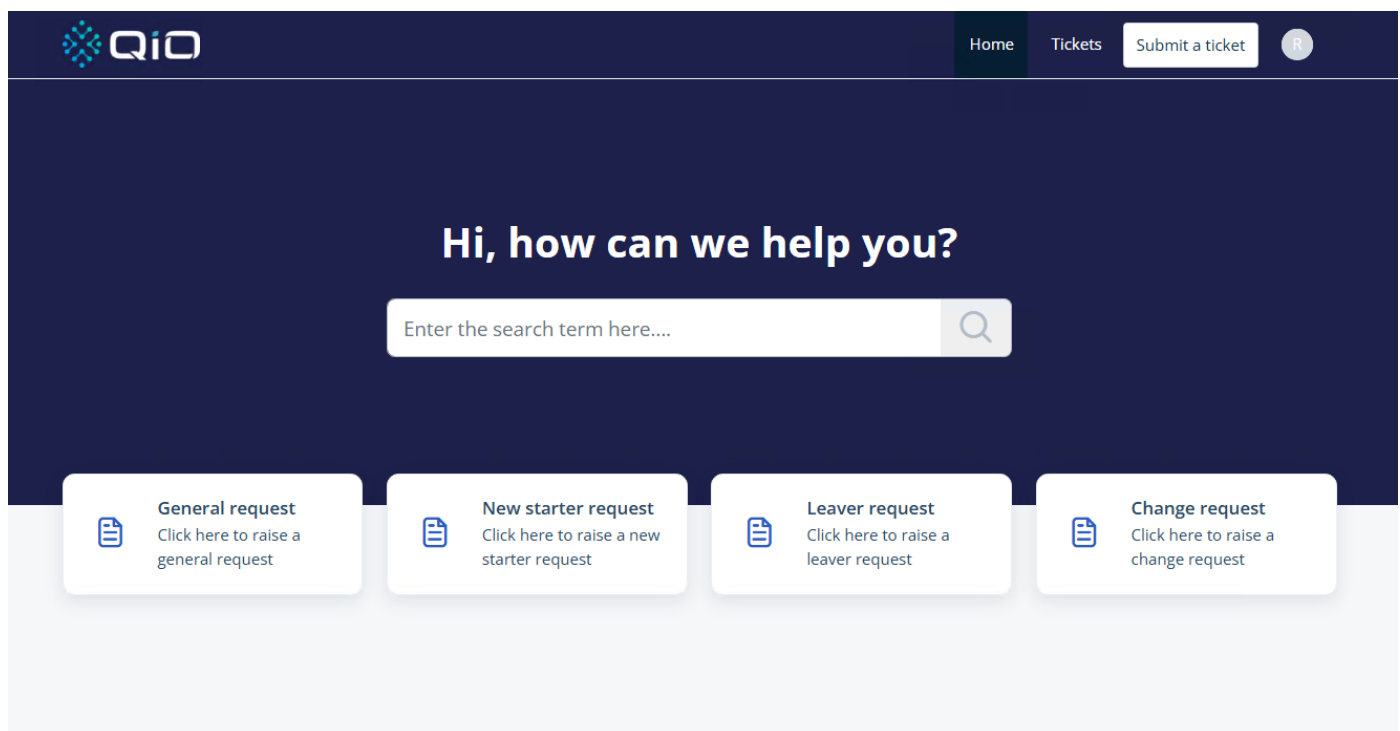
Every ticket is logged and tracked end-to-end, with agreed SLAs and customer feedback captured at close. We combine responsive support with proactive monitoring, patching and automation to reduce downtime and prevent repeat issues. The service scales with your organisation and includes joiners, movers and leavers, third-party coordination, and regular service reporting.

Problems We Solve

- ✓ Slow responses to user issues
- ✓ Inconsistent support quality
- ✓ Unpatched systems and security gaps
- ✓ New starters delayed by missing access or devices
- ✓ Lack of visibility into issue progress
- ✓ No clear ownership across vendors
- ✓ Repeat problems draining productivity

Business Benefits

- ✓ Reduce day-to-day IT overhead with a dedicated support team
- ✓ Predictable monthly costs and transparent scope
- ✓ Free up internal teams to focus on business priorities
- ✓ Faster resolution and improved employee experience
- ✓ Reduced downtime through proactive monitoring and patching
- ✓ Flexible support as your organisation grows
- ✓ Access to enterprise-grade practices without enterprise-level complexity



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Technical Leader Summary

Our Service Desk provides L1 to L3 support for end-user applications, operating systems, SaaS products, endpoint fleet and identity management. We integrate with your existing tooling through a lightweight management agent and provide ITIL-aligned service management via our ticketing platform.

Key capabilities include:

- ✓ Remote endpoint management for Windows, macOS and Linux
- ✓ End-user support for devices, business applications, email and collaboration tools
- ✓ Identity and access management across common platforms
- ✓ Productivity and collaboration platform administration
- ✓ Joiners, movers and leavers provisioning and offboarding
- ✓ Third-party vendor coordination and multi-vendor issue ownership
- ✓ Endpoint protection monitoring and management
- ✓ Patch deployment for critical updates
- ✓ SaaS application administration
- ✓ Security incident triage and escalation
- ✓ Backup policy design, monitoring and restore support
- ✓ Proactive cloud and infrastructure monitoring, maintenance and performance reviews
- ✓ Server, virtualisation and network infrastructure support
- ✓ Engineering guidance, configuration reviews and capacity planning
- ✓ Monthly reporting with SLA metrics and trend analysis
- ✓ Automation for common, repeatable fixes

Integration is straightforward with minimal requirements on your side.

What's Included

Standard Service

End User Support

- ✓ Windows, macOS and Linux device support
- ✓ Application support for approved business software
- ✓ SaaS product support and administration
- ✓ Access management including password resets and access requests
- ✓ Remote desktop assistance
- ✓ Software installation and configuration
- ✓ Printer and peripheral troubleshooting
- ✓ Email and calendar client support
- ✓ VPN and remote working support
- ✓ Browser and connectivity troubleshooting
- ✓ Ticket tracking with clear status updates

Technical Support Service Desk

- ✓ Single point of contact for all IT issues

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- ✓ L1 to L3 remote technical support
- ✓ Full incident, request and escalation management

Joiners, Movers and Leavers

- ✓ New starter account creation and access provisioning
- ✓ Setup coordination
- ✓ Mailbox, Teams, OneDrive setup and configuration
- ✓ Welcome communications with login details and guides
- ✓ Role-based access configuration
- ✓ Department transfers and permission updates
- ✓ Secure offboarding and access revocation
- ✓ Return coordination
- ✓ Compliance reporting for audits

Identity Platform Support

- ✓ Identity provider user management and application assignment
- ✓ Single sign-on configuration and troubleshooting
- ✓ Multi-factor authentication setup and support
- ✓ Tenant monitoring and change management
- ✓ Directory and user administration

Third-Party Support

- ✓ Coordination with third-party vendors
- ✓ Ticket and resolution management on your behalf
- ✓ Vendor liaison and escalation
- ✓ Single point of contact for multi-vendor issues
- ✓ Status tracking and reporting across providers

Administration and Reporting

- ✓ User administration for third-party applications
- ✓ Monthly service performance reports
- ✓ Ticket volume and resolution metrics
- ✓ Trend analysis and recommendations
- ✓ Quarterly service reviews with your account manager
- ✓ Continuous improvement planning

Service Availability

- ✓ Business Hours package: Monday to Friday, 08:30 to 18:00 UK time, excluding Bank Holidays
- ✓ 24x7x365 package: round-the-clock support and response
- ✓ Access via phone, email, web portal and collaboration tools
- ✓ All requests logged and tracked through our service management system
- ✓ All services are provided remotely, onsite support is available at additional charge

Optional Add-on Services

Microsoft 365 Suite Support

- ✓ Microsoft user and licence management
- ✓ Exchange Online mailbox setup and configuration
- ✓ Microsoft Teams configuration, channels and permissions
- ✓ OneDrive and SharePoint configuration and access control
- ✓ Service health monitoring and incident coordination
- ✓ Cloud storage setup and support

Backup Management

- ✓ Backup policy design aligned to business priorities
- ✓ Monitoring of backup jobs and alert handling
- ✓ Restore testing and verification on an agreed schedule
- ✓ Recovery support for files, mailboxes and shared data
- ✓ Reporting on backup success and restore outcomes
- ✓ Coordination with third-party backup vendors where required

Security Support

- ✓ Critical patch monitoring and deployment
- ✓ Security alert investigation and remediation
- ✓ Vulnerability assessment support
- ✓ Security awareness training platform with regular campaigns

Proactive Monitoring and Maintenance

- ✓ Monitoring and alerting for servers, cloud services and network devices
- ✓ Continuous system checks to detect issues early
- ✓ Regular maintenance, updates and performance reviews
- ✓ Patch management for operating systems and key applications
- ✓ Custom automation for common issues

Server and Infrastructure Support

- ✓ Server administration and support for physical and virtual environments
- ✓ Hypervisor management and troubleshooting
- ✓ Network equipment support including firewalls, routers and wireless access points
- ✓ File and print sharing administration
- ✓ Application fault diagnosis and remote repair
- ✓ Virtualisation issue resolution across common platforms

Engineering Support

- ✓ Expert support for identity, productivity and security platforms
- ✓ Best practice guidance
- ✓ Configuration reviews and optimisation
- ✓ Capacity planning support
- ✓ Technology roadmap input

- ✓ Subject matter experts across major vendors

Service Delivery

The sections below describe the typical onboarding and support journey for Qnetix services. Each service is tailored to your scope, change windows, and operational priorities.

Onboarding and Setup

Onboarding is designed to be fast, low risk, and fully managed by Qnetix. You provide authorised contacts and access requirements, and we handle provisioning, configuration, validation, and documentation handover. Training is included where required. Standard onboarding and offboarding are included at no cost, with additional onboarding support available at a pre-agreed rate.

Typical onboarding phases include:

- ✓ Discovery and requirements validation
- ✓ Access provisioning and security alignment
- ✓ Service configuration and integration
- ✓ Testing, validation, and acceptance
- ✓ Go live and handover into steady state

The timeline is agreed with each customer and aligned to change windows and delivery priorities.

Ongoing Delivery and Support

Support is provided through email and online ticketing with clear priority-based response times:

- ✓ P1 (Critical - Service down or severely impacted): Within 4 hours
- ✓ P2 (High - Significant functionality impaired): Within 8 hours
- ✓ P3 (Medium - Minor functionality issue): Within 2 business days
- ✓ P4 (Low - General inquiry or enhancement request): Within 3 business days

Customers can set and adjust ticket priority and track status through the full lifecycle.

Proactive service management includes monitoring, patching, planned maintenance, and continuous improvement. We operate ITIL-aligned practices for incident, problem, request, change, and capacity management to keep services secure, stable, and optimised.

Reporting and Reviews

Quarterly reporting and service reviews provide visibility and accountability. Reports cover:

- ✓ SLA performance and uptime
- ✓ Incident and change summaries
- ✓ Usage and capacity trends
- ✓ Risk, compliance, and improvement actions

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Reviews focus on performance, planned improvements, and roadmap alignment with agreed action tracking and follow-ups.

Account Management

Each customer is assigned:

- ✓ A Technical Account Manager for service oversight, escalation, and governance
- ✓ A Principal Engineer for technical assurance, troubleshooting, and optimisation

Formal service reviews are quarterly, with ad hoc check-ins available as required. Governance aligns to ITIL principles, including service level management, change enablement, and capacity planning.

Security and Compliance

Security and compliance are delivered through a structured governance model with a dedicated security team responsible for operations, certifications, and internal audit. The Qnetix security team reports directly to the Qnetix Managing Director. Documented policies include Access Control, Audit and Accountability, Configuration Management, Contingency Planning, Identification and Authentication, Information Security, Information Technology, Personnel Security, Physical and Environmental Security, Risk Assessment, System and Information Integrity, Vendor Management, and Business Continuity.

Services are designed for resilience using a multi-data-centre architecture. Customer systems can be replicated across separate data centres or cloud locations to remove single points of failure, enabling automatic failover and continued availability in the event of hardware, network, or site incidents. Additional architectural and resilience details are available on request.

Security and compliance activities are agreed on a case-by-case basis to align with customer requirements and sector obligations.

Why Choose Qnetix

Customers choose Qnetix for predictable delivery and clear governance. You get a dedicated UK lead on every engagement, flexible commercial models, and rapid onboarding that keeps you secure and compliant.

We provide end-to-end IT services that scale with your business, including hosting, cloud services, security and compliance, DevOps and DevSecOps, observability and monitoring, end-user support, SaaS applications and AI systems management. We use automation to support engineering delivery and maintain service quality.

Our teams work to agreed service levels and track every ticket with customer feedback. Direct access to friendly, certified engineers means you get practical, expert help when you need it.

About Qnetix

Qnetix is an outcome-driven UK IT managed service provider supporting startups, growing businesses and the UK public sector. We work as an extension of your leadership and technical teams, delivering measurable outcomes through clear runbooks, governance, and accountable service delivery.

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Our mission is to improve your operations with reliable, secure and cost-efficient services backed by UK-based support. Our values are trusted, expert and outcome-driven.

We believe technology should enable your business, not slow it down. Our approach blends technical expertise with a practical understanding of business challenges, so you get a partner you can rely on.

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