



3rd Line Support Escalation

Service De initiation

G-Cloud 15 | Framework Ref: RM1557.15

3rd Line Support Escalation

Our 3rd line support service offers a comprehensive solution for managing complex EUC issues, freeing your technical teams to concentrate on innovation and core business functions. Utilising our expertise across various EUC platforms, we provide robust support strategies tailored to the specific needs of your organisation.

Features:

- Initial and annual operational assessments for continuous improvement.
- Specialised support across all major EUC platforms and products.
- Scalable support tiers from small teams to large enterprises.
- Multi-channel support including email and telephone.
- Rapid response times with prioritised handling for urgent incidents.
- In-depth troubleshooting and comprehensive device management.
- Regular system reviews and strategic optimisations.
- Customised training sessions and workshops.
- Dedicated account management for enterprise clients.
- Extended support hours to align with global operations.

Benefits:

- Ensures EUC systems operate at peak efficiency.
- Flexible support adapts to diverse organisational needs.
- Accessible assistance boosts resolution speed.
- Minimises system downtime, enhancing productivity.
- Effectively solves complex EUC challenges.
- Proactive system enhancements prevent future issues.
- Increases technical team expertise through targeted education.
- Offers a tailored support experience with personal oversight.
- Aligns support services with international business hours.
- Supports existing IT staff by handling complex, time-consuming issues.

Pricing:

All pricing for services are based on our standard SFIA rate card (this can be separately downloaded). Where referenced, please note that any illustrated pricing scenarios are based on a minimum of 100+ user environments. Please contact us for further information if you have a requirement that sits outside of this guidance. Pricing and rates are exclusive of VAT and in GBP.

Pricing Stating from

£12,995.00

Discovery and Setup Costs starting from

£5,100.00

Pricing is an estimate and calculated per instance

About Postremo IT

Postremo IT is a managed service provider (MSP) that has been providing IT solutions to private companies, government organisations, and non-profit organisations since 2014.

We are experts in providing a broad range of managed services and support services that enable our clients in keeping up with the most recent technological trends and resolving IT-related issues. We take great satisfaction in our capacity to comprehend the particular requirements of any organisation and to provide tailored solutions that promote success.

Our vision

Relentlessly drive innovation with Postremo IT's future-oriented solutions, honing in on our Apple and Jamf product expertise. We build powerful, mistake-proof networks that bolster your business strategy. Embrace superior managed support services, where intuitive client-centric solutions are crafted with rapid precision, transcending beyond the conventional customer service norms.

Our mission

At Postremo IT, we craft advanced solutions, driven by evolving strategic themes, that will withstand the test of time. Our mission is to establish powerful solutions, rooted in objective design, that deliver flawless results. We are committed to creating swift and intuitive deliverables, prioritising personalised managed support over broad-scale customer service.

Services provided

Managed Apple Device Service

Deliver efficiency with our Apple Managed Service, seamlessly integrating Jamf Pro, Protect and Connect.

Apple Deployment Assessment Service

Fast track your Apple deployment with our comprehensive assessment service. Receive on-site feedback, a detailed report, and best practice strategies for managing employee devices effectively.

Apple Devices Deployment Service

Our fast track deployment service utilises Jamf Pro, Jamf Connect, and Jamf Protect to integrate with your identity provider.

EUC Design, Implementation & Support

Specialising in public sector workspace solutions, we offer bespoke design and implementation services, aligning with user needs for enhanced service delivery.

EUC Consultancy Service

We specialise in elevating public sector workspace services, offering bespoke strategy, design, and integration expertise.

Service Desk

Offering comprehensive end user workspace support from 1st to 3rd line, delivered by certified professionals.

3rd Line Support Escalation

Our 3rd line support service provides a comprehensive solution for managing complex issues when they arise, freeing the burden from your technical teams.



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