

Desktop Support

Agile and responsive
24x7 support for your users



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We help businesses of every size keep pace with fast-changing end user needs, so they can **stay productive wherever, whenever, and however** they are working – at home, in the office or on the move.

Our next-generation Desktop Managed Services have been designed to deliver the business-critical support today's users can depend upon, the moment they need it.

We focus on taking care of your employees, ensuring that software glitches and device issues don't disrupt their work schedules.

Dedicated to delivering the ultimate workplace experience, we do more than just support your desktop. We'll also ensure your end-user devices are managed throughout their lifecycle – from procurement and deployment through to disposal.

End-to-end Solutions

Our expert teams can provide the support, devices and logistics required in a modern hybrid environment:



Round the clock cover - Our expert team provides a 24x7 service desk that meets end user needs fast.



Remote desktop support and on-site technicians - We'll troubleshoot any issue, any way your people want. We provide both personalised virtual and in-person support that gives people access to expert and responsive help.



Support for all their devices - Our round-the-clock support is available for all the technology assets your end users depend upon. Everything from desktops and laptops to mobile and tablet devices.



Open box ready / we deliver kit directly to your users - To ensure technology issues don't hinder people's productivity, we'll ship pre-built and pre-imaged devices - in hours, not days – direct to your users at home, in the office or to a secure, smart locker for ultra-convenient and fast pick-up.



Helping you work smarter - We'll profile and assess service calls to identify where end-user education and training will help resolve recurring issues, all of which will boost user satisfaction – and reduce service call volumes.

Why work with us

Eliminating the burden of desktop maintenance and support from your IT team, **we take care of supporting the day-to-day needs of your company's end-users** so they can stay focused on the task in hand.

Outsourcing your desktop support to Bell Integration enables you to:

- **Resolve desktop maintenance and support headaches** – minimising the downtime that can eat into user productivity and generate frustrations for your people.
- **Handle asset management challenges and onboarding/offboarding** – We'll handle everything from keeping track of devices and what's installed on them. This includes taking care of new starter and leaver management.
- **Ensure your desktop environment is proactively maintained, compliant and secure** - We'll undertake the streamlined management of everything from new software rollouts to desktop upgrades and tech refreshes.

Providing agile managed services that enable and support a modern hybrid workplace and mobile workforce



Contact us

From offices in London, Portsmouth, Wokingham, Krakow, Hyderabad and Singapore, we work with local and global customers across Europe and Asia-Pacific to streamline every aspect of their IT management strategies to maximise efficiencies and increase their ROI, year on year.

See how Bell Integration can help your business succeed. Please contact us on marketing@bell-integration.com or visit www.bell-integration.com



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