

Expanding Support

What is the difference:

- Site Aware and Accredited Engineers and Service Specialists.
- You pay for the support you need when you need it.
- Fixed costs.
- Our business focus is
 operational service –
 without the overheads.

What is included:

- Ability to raise tailored support when you need it.
- Deployment Consultancy
 Audit conducted on site.
- Tailored ongoing plans to
 meet your needs.
- Comprehensive
 attendance reports.
- Dedicated highly experienced service management.

TURNKEY SOLUTIONS

For more information on any of our

products or services please visit us

on the Web at:

www.unified-support.co.uk info@unified-support.co.uk tel. +447780601550

Remote Solutions



How does it work?

Estate's change, expanding, contracting, rolling out new service lines, moving technology or even providing solutions for home working. Can your systems and support teams cope with these changes?

What if there was touchless technology in place to allow end users to simply leverage fast, secure, knowledgeable support immediately? Could your systems identify, report, or even triage their own issues, moving end users automatically to a free comparable space should an area not be operational? Even raise their own fault tickets and provide reports on usage.

Unified-Support specialize in remote monitoring and support solutions from integration with existing smart building systems through to simple userfriendly applications that sit off network. Allowing increased utilization of existing staff or centralized bespoke teams, decreasing downtime, and increasing customer satisfaction.

At Unified-Support we think differently, our ethos is to charge for support <u>as</u> you need it <u>when</u> you need it, <u>tailored</u> to your needs – you get enhanced support at a fraction of the traditional cost.

- Unified-Support collaborate with you to build an agreed output program in advance to ensure we meet your needs. We have the experience to operationally review your current support lines and technology.
- Unified-Support dispatch a specialist team to your location when you need it and conduct a full needs analysis. Seeking and utilizing input from existing teams, end users and technology specialists, reviewing all existing sources of technology usage, trend, and support data with an aim to capture existing and predicted future needs with a thorough understanding of our client.

SERVICES AVAILABLE

- Technical Support Maintenance Hardware Support Solution Consultancy Support Consultancy End User Training
- Deployment plans and ongoing tracking metrics are built to our mutually agreed standards putting forward longterm plans, recommendations and roadmap based upon experience, tailored to our client's environment. We can help with change decisions to ensure embedded, functional, efficient support from day one of any change.

Why make technology expensive and difficult to maintain? Unified-Support are here to help, with over 50 Years' experience in the Technology Support sector we aim to make a difference.