

# HELPDESK

Overview: Expand effortlessly with our white-label Helpdesk, customised for MSPs to provide exceptional client support.

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# Introduction

This fact file describes our Unlimited Helpdesk Support Solutions for MSPs. The complete outsourced Helpdesk function allows MSPs to provide the 'always on' IT support their clients seek. This fully customisable solution contributes to business growth and builds market-leading client relationships.

## What is the Uptime Unlimited Helpdesk Solution?

Our Uptime Unlimited Helpdesk Solution is a fully customisable white-label IT helpdesk that boosts efficiency, maximises customer satisfaction and gives you peace of mind. Our processes ensure your clients (the end-user) only ever speak to the same team, one that knows and understands your business. There is no 'one size fits all' approach: Your Uptime 24/7 Unlimited Helpdesk will be custom-built to deliver your business requirements, giving you the power to shape your IT support as you see fit and the flexibility to adapt as your business grows.

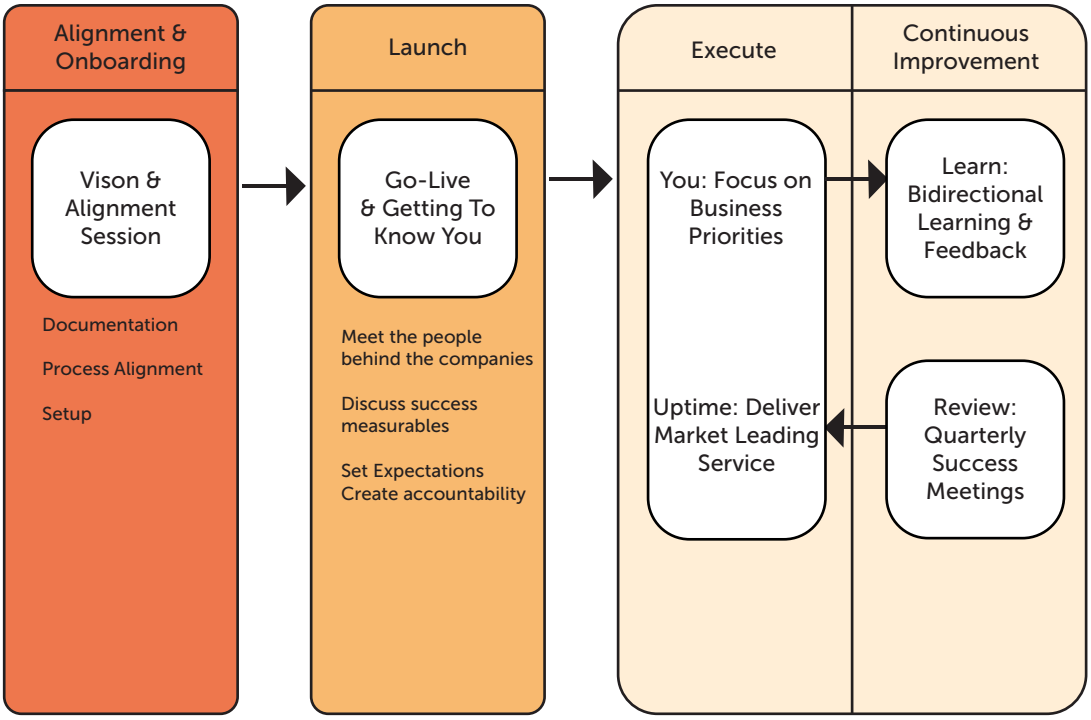
## Improve

Inefficient or inadequate IT Helpdesk Support leads to business losses in multiple areas, from revenue and time to opportunity, including the loss of clients and employees.

## Scale

Implement immediate, tailored IT Helpdesk solutions designed to fit your MSP and Customer requirements. Get going with minimal disruption, seamlessly integrate with your current set-up, and achieve ultimate IT efficiency.

# Proven Process



# Unlimited Helpdesk

The Uptime Helpdesk Solution brings together a world-class team of IT professionals dedicated to delivering unfaltering client support. We allow MSPs and their clients alike to experience the benefits of highly trained Helpdesk experts without the associated costs, risks and ramp up time of an in house team.

| | Remote | Remote & On-site | 24/7 Remote | 24/7 On-Site |
|---|---|---|---|---|
| Unlimited support (Office Hours) | ✓ | ✓ | ✓ | ✓ |
| Pro-Active Monitoring | ✓ | ✓ | ✓ | ✓ |
| Contracted SLA | ✓ | ✓ | ✓ | ✓ |
| Best Practises Analyser | ✓ | ✓ | ✓ | ✓ |
| Quarterly Business Reviews | ✓ | ✓ | ✓ | ✓ |
| Patch Management | ✓ | ✓ | ✓ | ✓ |
| Anti-Virus | ✓ | ✓ | ✓ | ✓ |
| Network Support | ✓ | ✓ | ✓ | ✓ |
| Automation & Remediation | ✓ | ✓ | ✓ | ✓ |
| Monthly Reports | ✓ | ✓ | ✓ | ✓ |
| On-Site Support | | ✓ | | ✓ |
| Unlimited support 24/7 | | | ✓ | ✓ |

# Helpdesk Overview

## Solution Levels

Uptime Helpdesk solutions are provided on four levels, Remote, Onsite, 24/7 Remote and 24/7 On-site.

## Remote

This is our entry level support package, providing a means for every MSP to expand their Helpdesk offering and cater to higher demand. This package provides unlimited support during office hours and allows instant team growth with complete commitment to pre-defined KPIs and performance measures.

## Onsite

This is our wrap around Helpdesk solution, providing MSPs with on-site support delivered by our expertly trained technicians plus, the benefits of the remote package.

## 24/7 Remote

This is our optimum Helpdesk Package, providing around the clock technical support to your clients. Suited to those who want to alleviate their internal team from the Helpdesk function apart from on-site visits.

## 24/7 On-site

This is our optimum Helpdesk Package, providing around the clock technical support to your clients both on and off-site. Suited to those who want to alleviate their internal team from the Helpdesk function altogether, this is the complete MSP Helpdesk Solution, only offered in the UK.

# Solution Definitions

### Unlimited Support (8am-6pm or 24*7 Depending on Package)

Either 8am-6pm support Monday to Friday, or 24*7*365 Break/Fix support across all the devices, users, and servers that we support. Whether it is email or phone, your POD will be available to help.

### Pro-Active Monitoring

Using the best in breed RMM tools, we will pro-actively monitor devices to ensure they are ticking over nicely. When an alert is created or raised, the POD will act. Often helping avoid issues before they arise for the business.

### Contracted SLA

Our SLAs remain simple and easy to follow, ensuring that the requests that need urgent help get it, every time.

### Monthly Reports

Using our best in breed tools we are able to generate and schedule reports, for you, our partner, so you are always on the work completed on your behalf.

### Best Practises Analyzer

Our team work to industry best practises, where possible and during internal reviews, your customers will be analysed to see if any proactive recommendations can be made. This includes automation opportunity and possible emerging security threats.

### Quarterly Business Reviews (QBRs)

From time to time your customers will want to discuss something technical with you during a QBR. We understand this and if you need our opinion or guidance please request this from us so that we can help.

### Patch Management

We take ownership and management of patching, deploying our best practice settings and setup to ensure that customers stay up to date. Any failures or notifications are dealt with via tickets that are raised proactively, ensuring that customers are always protected. Please note that patch management is currently limited to Windows OS devices only unless a Mac support contract is taken.

### Anti-Virus

We want to ensure that your customer has a fair level of protection. If they don't have an antivirus or you are not including one, we will deploy Sophos Intercept X Essentials with all contracts.

# Solution Definitions

### Network Support

Only when we look after the entire customer can we provide support for network devices, including firewalls, VoIP phones, printers, and other peripheral devices.

### Automation and Remediation

To drive quick resolutions and remediations, we have a development team focused on recurring alerts or events. If we see something a few times, we will likely be looking for ways to automate. This means your client's issues are fixed faster and without the painful disruption.

### On-Site Support

When a supported device breaks, we will try our best to fix it remotely. If that isn't possible, we will attend site the next business day, during business hours. Coverage is almost entirely nationwide! Unfortunately, there are a few areas we cannot get to, if this is the case, we will let you know during the contract phase. UK only, you will be informed during contract sign-off if a location is one that we can not service.

# Leadership Information

## Automation Council

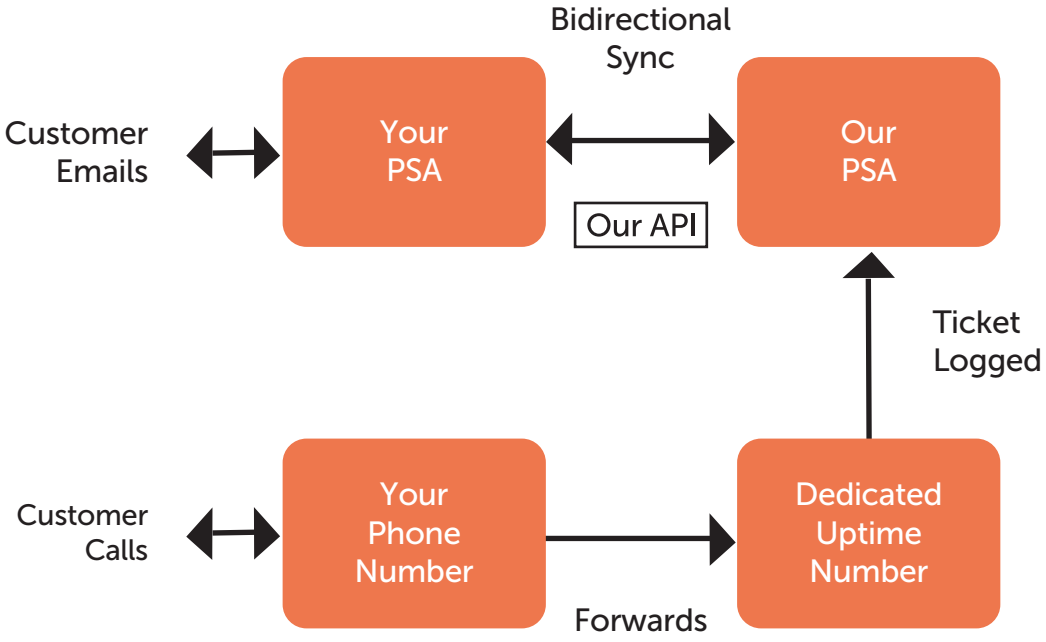
Meeting weekly, our automation council involves developers, business leaders and automation enthusiasts. We discuss emerging challenges and issues that automation can help solve, in both the immediate and long term. This ranges from simple monitor resolutions, all the way up to complex Citrix automation. As an unlimited end customer, you fall directly into our catchment of things we are looking to improve and resolve together.

## Security Council

Our security council meets weekly and involves multiple team members from around the business. We discuss emerging and present security threats and challenges to ensure we can do our best to prepare ourselves and our customers. If we find a vulnerability that needs action, we will do so where possible.

# Seamless PSA Integrations

We sync all data backwards and forwards with your PSA, so you can always see what is happening and report on it.




We integrate with

BMS by Kaseya · SuperOps · ConnectWise Manage

Autotask · SYNCRO · HALOPSA

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# Onboarding Process

**Our onboarding processes have been carefully designed, tried and tested to ensure we fully understand your requirements, the right information is shared between parties and that we seamlessly integrate with your business.**

## Onboarding with Uptime

We have two processes' purpose built for onboarding, both ensure that we capture all the necessary information required to ensure a slick and professional Helpdesk solution can be provided. An onboarding call can fall into two categories, Partner Onboarding, End User Onboarding

## Partner Onboarding

This purpose-built, up to six-call process allows us to ensure that we can work together in harmony. During the onboarding calls, we'll look at everything from product integrations to documentation sharing and application access. Partners only need to go through a partner onboarding once, and after it is completed, welcome information and details of your key contacts with us will be provided.

## End Client Onboarding

We're able to onboard your end customers if necessary. Onboarding an end customer uses a combination of third-party tooling, RMM deployment, and technical review to ensure that we highlight any gaps in the customer environment and are confident in delivering an effective support service to them.

# SLAs

## Low Priority

No users day to day activities are affected.

OR

Issue does not impact the user from performing day to day duties.

## Medium Priority

One or two staff. Degraded Service Levels but still processing inside SLA constraints

OR

Issue stops the user from performing a segment of their duties.

## High Priority

Multiple personnel in one location.

OR

Degraded Service Level for business

OR

Issue stops the user from performing vital time sensitive functions

## Critical Priority

All users of a service. Personnel from several agencies are affected.
Public facing service is unavailable.
Anything listed in the Crisis Response tables.

OR

Critical Service or key segment of a service is unavailable

## Timeframes

| | Critical/High | Medium | Low |
|---|---|---|---|
| **Current Average** | 15 Mins | 1 Hour | 4 Hours |
| **Contracted SLA** | 1 Hour | 4 Hours | 8 Hours |

# Escalation Process

We always aim to be able to fix or resolve the issues that reach us. If, for any reason, we are unable to solve the issue and require your assistance, we may escalate the ticket. We can do so using any of the following methods:

- Call an Individual or Group
- Email an Individual or Group
- Send a Message Via Teams to an Individual or Group

*Some partners have created creative ways of receiving our escalations using some of the above options. For example, an email address that forwards to an SMS number and texts them when they are required.*

# Security & Compliance

We are committed to ensuring that security is considered and maintained within all aspects of our operation. We have implemented the following security control measures within our Helpdesk Team. Not all details are disclosed publicly.

## Human Resource

- Employment history verification
- ID document checks
- Professional qualifications verification
- Minimum of 2 verified references
- Criminal record checks
- NDAs and confidentiality agreements in place for every employee

## Physical

- 24/7 onsite security
- Night vision enabled CCTV system throughout suite

## Infrastructure

- Software VPN used across the business to provide dedicated IPs
- Access to information controlled by principal of least access
- Domain controlled environment utilising group policy, enabling access control and monitoring
- Multi-factor authentication to further control access to infrastructure resources and tools
- Remote access sessions AES-256 encrypted
- All systems kept current with security patches, anti-virus and anti-malware software and definitions
- All operations performed as per ITIL/ISO best practice

## Certifications

- ISO 27001
- ISO 9001
- GDPR compliance

# About Uptime

Providing exceptional service to our partners' clients is our number one priority. Uptime has been providing specialist IT support since 2002, first as an MSP and now as a trusted partner to MSPs on an international basis.

We have built a reputation for helping our partners grow their managed services businesses by providing the highest quality helpdesk, NOC, dedicated tech and project services at a fair price.

Operating from our headquarters in Crawley, we offer MSPs 24/7 support to complement and extend their own resources, enabling them to scale cost effectively and drive profitable growth.

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