itBusinessCare OnSite

The OnSite solution builds upon and provides the same benefits of the standard and advanced packages but makes provision for between one and 10 engineering professionals from TMT to be permanently on-site at customer premises, operationally running IT in support of your business needs.

itBusinessCare OnSite

The itBusinessCare OnSite package is designed for larger businesses or those with either an extra dependence on IT or where problems need to be resolved extremely rapidly.

The OnSite package is also ideal for companies as an alternative to building their in-house team which is typically expensive, very time-consuming, and a distraction from running your core business.

TMT always ensures that the relevant engineering resource is on-site regardless of holidays, sickness, or any cover that can be more challenging to manage with an in-house team. We can provide this through the scale and processes adopted within our OnSite operations.

OnSite allows for optimum flexibility in the sense that whilst it provides engineering resources on customer premises it still provides full access to other technical experts within the TMT helpdesk service organisation.

Also, if needs change over time, and the type of OnSite expertise needs to be amended, this can be arranged according to the requirements of the business. For a larger team, very often an experienced hands-on supervisor is also placed on-site to manage resources, acting as an interface with the customer business.

FEATURES & BENEFITS

Full OnSite engineering expertise – Tailored to each customer's requirements, a team of suitably qualified engineering professionals are deployed on your premises. The OnSite engineers will operate to agreed on service level agreements (SLA's) and make use of the core TMT set of IT support platforms to deliver the service.

Rapid helpdesk advice – Whilst the on-site engineering team handles the majority of IT support requests, access to the main TMT helpdesk is provided as a backup – access can be via phone, email, or a fully functional web portal. Incidents and change requests are dealt with quickly and in accordance with published service level agreements (SLA's).

Antivirus provision – itBusinessCare OnSite can also be configured to include antivirus provision for all relevant endpoint devices this ensuring protection against malware and the ever-evolving range of viruses.

Full device monitoring – All key endpoints and devices on the IT infrastructure are monitored on a 24/7 basis using innovative RMM technology. This enables problems or issues to be identified early and corrective action is taken, very often before the business feels any impact.

Updates and patching – All supported devices covered under the service are kept upgraded with the latest software updates to ensure adequate protection and the latest functionality, as well as minimising the risk of cyber vulnerabilities.

Microsoft, VMware, and Citrix technology support – Practical expertise and advice are available for all core Microsoft operating systems, productivity suite tools, as well as cloud/hosting technologies, such as Citrix and VMware.

Multiple hardware devices support – The service can be configured to provide support for multiple devices including laptops, desktops, printers, network infrastructure, and server technology whether on-premises or cloud/hosted.

Third-party business applications – itBusinessCare solutions can also provide support for a selected and agreed range of business applications to help user productivity – and provide a single point of contact. Support is provided in conjunction with the relevant software vendor.

Predictable and known monthly business costs – itBusinessCare is provided based on a fixed monthly cost, aiding budget provision and cash flow.

Out of hours – Should your business need cover outside of core operating business hours this can be provided as a bolt-on option.