

Comcity Technology Scheduled Desktop SUPPORT



Do you...

- ✓ *Have little or no I.T. staff?*
- ✓ *Need to have a technician onsite on a regular basis*
- ✓ *Have the need to forecast costs and required I.T. support?*
- ✓ *Need to ensure optimal productivity from your staff?*
- ✓ *Require documentation and visibility of your desktop assets and devices?*
- ✓ *Require flexible utilisation of technical resources while onsite*

How does Comcity Scheduled Desktop Support achieve this?

Comcity Technology Scheduled Desktop Support provides a regular, scheduled visit with a highly skilled I.T. Professional to ensure optimal performance from your I.T. inventory.

Primarily designed to provide clients who have little or no technology staff the opportunity to have an I.T. professional attend their office on a regular basis, Comcity Technology's Scheduled Desktop Support is an easy and painless way to ensure your staff can be as productive as possible.

Regular undertakings of maintenance by way of updates for operating systems and security software mean your desktops and related peripherals operate efficiently and for longer, providing cost benefits from multiple avenues.

Our highly trained technicians will attend your site at scheduled times of your choosing and as frequently as you wish. These visits provide peace of mind to your management and your staff so that they will be able to get on with their day-to-day activities without having to worry whether their I.T. systems are operating.

Sales: 1300 COMCITY (266 248) - Support: 1300 SUPPORT (787 767)

sales@comcity.com.au - support@comcity.com.au

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Comcity Technology

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	Key features	Benefit to you
 Support	<ul style="list-style-type: none"> ➤ Support of desktop issues ➤ Network connectivity ➤ Spyware, malware and virus removal ➤ Printer issue resolutions ➤ Handheld device troubleshooting ➤ Peripheral issue resolution ➤ All Desktop related Issues 	<ul style="list-style-type: none"> ✓ Improved PC lifespan leading to increased return on investment ✓ Reduced costs ✓ Elimination of issues quickly increasing staff productivity ✓ Reduction in network security and related issues ensuring compliance ✓ Maximum performance and reliability from your desktops ensuring maximum efficiency
 Implement	<ul style="list-style-type: none"> ➤ Installation of new workstations and related peripheral components ➤ Setup and configuration of mobile and handheld devices ➤ Peripheral installation and configuration 	<ul style="list-style-type: none"> ✓ Reduced cost of arranging ad-hoc support for new equipment installations ✓ Ability to co-ordinate purchases with installation ✓ Forecasting of replacement hardware in line with regular visits
 Maintain	<ul style="list-style-type: none"> ➤ Centralised desktop management of approved software and security patches ➤ Updating of virus definitions and scans ➤ Local Event log monitoring ➤ Network structure documentation 	<ul style="list-style-type: none"> ✓ Compliance ✓ Peace of mind with secure and updated inventory ✓ Management of software ✓ Enhanced PC lifespan ✓ Reduced staff downtime in resolving issues with desktops, mobile devices and printers ✓ Visibility into hardware issues
 Document	<ul style="list-style-type: none"> ➤ Documentation of desktop asset inventory ➤ Documentation of hardware specifications 	<ul style="list-style-type: none"> ✓ Access to documentation for auditing and forecasting purposes ✓ Documentation to support compliance for insurance purposes
 Train	<ul style="list-style-type: none"> ➤ User education on applications, basic troubleshooting and general desktop usage ➤ Assistance with training on new hardware, software 	<ul style="list-style-type: none"> ✓ Reduced time spent on staff attempts at resolving issues ✓ IT problems ✓ Increased productivity with user education ✓ Improved business efficiency ✓ Adoption rate of new technology higher and with greater success rate
 Plan	<ul style="list-style-type: none"> ➤ Resource to answer queries on new technologies ➤ Recommendations on improvements for your network 	<ul style="list-style-type: none"> ✓ Combined with your account manager a strategic plan for you asset management ✓ Insight network improvements on to enhance competitive advantage

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