

# Helpdesk Overview



# Welcome

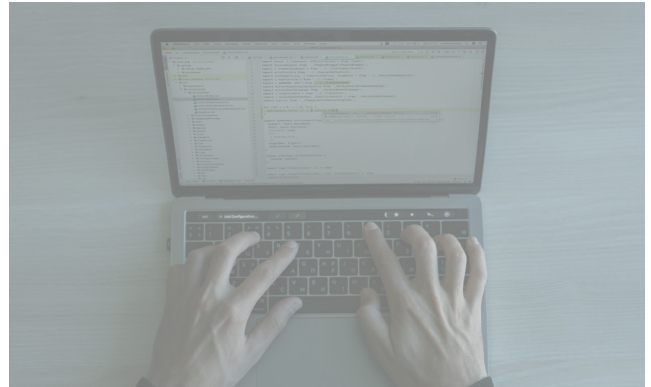
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**This fact file describes our Helpdesk Support Services for MSPs. The complete outsourced Helpdesk function allowing MSPs to provide the 'always on' IT support their clients are looking for. This is a fully customisable solution that contributes to business growth and builds market leading client relationships.**



## What is the Uptime Helpdesk Solution?

A fully customisable white-label IT helpdesk that boosts efficiency, maximises customer satisfaction and gives you peace of mind. Our unique POD system ensures your clients 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 Helpdesk will be custom built to deliver against the needs of your business and contribute to your growth.



## /Improve

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

## /Scale

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

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# Helpdesk Service Overview

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	On-Site	24*7
Unlimited Support (Office Hours)	Unlimited Support (Office Hours)	Unlimited Support 24*7
Pro-Active Monitoring	Pro-Active Monitoring	Pro-Active Monitoring
Contracted SLA	Contracted SLA	Contracted SLA
Monthly Reports	Monthly Reports	Monthly Reports
Best Practises Analyzer	Best Practises Analyzer	Best Practises Analyzer
Quarterly Business Reviews	Quarterly Business Reviews	Quarterly Business Reviews
Patch Management	Patch Management	Patch Management
Anti-Virus	Anti-Virus	Anti-Virus
Network Support	Network Support	Network Support
Automation and Remediation	Automation and Remediation	Automation and Remediation
	On-Site Support	On-Site Support

## Service Levels

Uptime Helpdesk Services are provided on three levels, Remote, Onsite and 24\*7.

**Remote** 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** s 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** 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.

# Service Definitions

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## **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 best of 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, so you are always in the know as to what your tickets/customers devices currently look like.

## **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 emerging security threats.

## **Quarterly Business Reviews**

It is important that QBRs include technical guidance and advice. If you would like our opinion or want one of the team to provide guidance for the mutual customer, just let us know. We can help with content for you to discuss.

## **Patch Management**

Using the RMM that provides pro-active monitoring and reporting, we can set Patch Management schedules to ensure your customers devices stay up to date. These are usually run in a set and forget basis, where any failures or notifications are dealt with promptly to ensure customers are protected. This typically only includes Window OS devices.

## **Anti-Virus**

At a minimum, we ensure that all customers have a fair level of protection from threats so, we include Sophos Central Endpoint with all our unlimited contracts.

## **Network Support**

When we look after the entirety of the customer, we take on support for the network too, this includes firewalls, VOIP phones, printers, APs and most other things that connect to the network (within reason of course).

## **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.

# Leadership Information

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## 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 members of our SOC team, business leaders and keen security onwatchers. We discuss emerging and present security challenges to best prepare both ourselves and unlimited customers alike. If we find a vulnerability that needs action and we are covering your customer, we will take the necessary action to ensure they are protected from these threats.



# Partner Vendors

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## SOPHOS

Sophos is a world leader in IT security and data protection. Offering organizations complete protection and control – defending against known and unknown malware, spyware, intrusions, unwanted applications, spam, policy abuse and data leakage, and providing comprehensive network access control (NAC).

## datto

Datto offers Unified Continuity, Networking, and Business Management solutions and has created a one-of-a-kind ecosystem of MSP partners. These partners provide Datto solutions to over one million businesses across the globe.



IT Glue is an award-winning documentation platform that allows for efficient storage and retrieval of all the documentation you need to help your MSP run better. By integrating PSA and RMM data, IT Glue increases efficiency, and reduces onboarding times by even more. By eliminating wasted time from your business, IT Glue gives you more time to focus on what matters - growing your business.



Autotask Professional Services Automation (PSA) is a powerful and intuitive cloud-based PSA platform providing a singular view of the entire business - enabling MSPs to centralize business operations and make data-driven decisions to improve service, productivity and profitability. Whilst we use Autotask, we have APIs to work with your PSA system.

# Onboarding Process

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**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 process' purpose built for on boarding, both ensure that we capture all the necessary information required to ensure a slick and professional Helpdesk service can be provided. An onboarding can fall into two categories, Partner Onboarding, End Customer Onboarding.

### Partner Onboarding

This is a purpose built, 6 call process that allows us to ensure that we can work together in harmony. During the 6 calls we look at everything from product integrations, to knowledge sharing and white label contact information. Following the on boarding you are given a welcome pack, detailing your service with us, your key contacts, access to our partner portal amongst other documentation and instructions.

### End User Onboarding

We are also able to onboard your end customers if you require. Our end customer process uses a combination of 3rd party tooling, RMM and other best-in-class technology solutions to create a detailed overview of your client and their estate.



# SLAs

## / Helpdesk Operations

No affect to normal business day to day operations Security Operations Centre.

## / Medium Priority

One or two personnel affected but a workaround is possible or normal business is not interrupted

## / High Priority

More than two personnel but less than a whole building or site is affected, and normal business is interrupted. No workaround is possible or the path to resolution is unclear.

## / Critical Priority

All users of a specific service are affected and normal business is interrupted.

## / Timeframes

	Critical/High	Medium	Low
Internal Target	15 Mins	1 Hour	4 Hours
Contracted SLA	1 Hour	4 Hours	8 Hours

# Escalation Process

**We will always deliver resolution to your issue or, if we cannot solve right away we will communicate back with you at the earliest possible opportunity with a detailed update and action plan.**



# Uptime Partner Portal



[uptimesolutions.tech/partnerportal](https://uptimesolutions.tech/partnerportal)

## All the information you need

A constantly evolving online repository of all the information you might need to optimize our relationship and ensure we deliver industry leading customer experience.

### What's included on the Partner Portal?

- Contact details and information on your support POD - Understand exactly who you are working with and what they are responsible for. Put a face to a name and enjoy direct contact, book meetings or schedule reviews with any/all of your dedicated POD.
- Your on boarding process - Get a complete view of the on boarding process when you begin your

journey with Uptime. Clarity over who you will be working with, objectives of each stage and direct links for booking calls and meetings are included in the interactive resource.

- Your bespoke escalation pathway - Understand exactly how issues will get routed through your dedicated POD, who you will be working with at each stage and how we ensure satisfactory resolution is always achieved
- Marketing resources - Access a collection of specifically developed marketing resources and assets that will help you to promote Helpdesk services to your target market.

# Security & Compliance

**We work tirelessly to ensure we deliver absolute security and compliance, developing processes and control measures and gaining all necessary certifications.**

As a business, Security is at the forefront of everything. Our entire team is trained and developed to be highly vigilant in all aspects of their work.

## EDR

We're always monitoring our endpoints for threats with our best-in-class EDR solution. The data we collect is of the highest quality and directly feeds our automated responses.

## Phishing Training

We are always reviewing the Phishing threat landscape and bringing new training and knowledge to the team, each time we identify something new. We also conduct regular 'refresher' training and ask all employees to complete regular Phishing knowledge assessments so we can identify any weak points in the employee network.

## Mail filtering and Logging

All incoming and outgoing mail is filtered and logged using best of breed mail security solutions. Our SOC monitors ourselves as if we were a customer.

## 2FA

As an additional line of defense, it is company standard that all logins are 2FA mandatory.

## Device Compliance

Using industry leading tools, we report on device compliance to ensure that only devices that comply with internal policies can be using our collection of tools and software.



## Certifications

We're always looking to attain the most recognised industry certifications for our Security Services. We currently hold ISO 9001 and 27001 accreditations.



# About Uptime Solutions

Uptime Solutions provide a fully functioning, white-labelled outsourcing operation for your MSP. We provide an expert team to cover SOC, NOC, Helpdesk and Projects, allowing you to seamlessly scale your business. Having evolved from being an MSP ourselves, we understand the crucial nature of your work and just how important it is that you get the IT management right for your clients. Fast response times, unfaltering accuracy and market leading expertise are just some of the items we pride ourselves on.



## For more information

[uptimesolutions.tech](http://uptimesolutions.tech)

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