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support

A range of support to suit our clients' network, business needs and budget, delivering everything from pay-as-you-go break fix services to fully managed outsourced support plans.

Microsoft Partner
Gold Small and Midmarket Cloud Solutions

our approach.

Clear understanding of our customers' support requirements demands close engagement, which is why we work hard to build relationships that matter. Our goal is to quickly and competently provide personalised support that best meets the client's needs.

We may have a large team of technicians but this doesn't mean the personal service is lost. Our Managed Agreements achieve this by assigning a dedicated engineer to each client, one who has an in-depth knowledge of their systems. They act as champions for the customer in our business, ensuring the rest of our team have a source of in-depth knowledge if required. These engineers form part of the client's team along with a dedicated sales resource and business manager. This team regularly review the support provided and meet with the customer to discuss ways in which to reduce support requirements and improve the service provided.

We also keep detailed records of customer configurations and support usage that provides our technicians with up to date configuration and historical information. With strong professional relationships our clients come to rely on our support services as an important extension to their business.

We provide support remotely, and by visiting site, depending upon the requirement. Our agreements are flexible and can be adjusted as and when the need for support changes. We pride ourselves on not tying clients into long agreements, so ensuring our support offers great value and flexibility.

“
Intertek have worked with Trident over a number of years to develop a solution to support our growing business requirements. Throughout this time Trident have been able to provide flexible and cost effective solutions and have been able to flex to our changing requirements when needed.”

MARK PEACOCK
GLOBAL APPLICATION MANAGER, INTERTEK

support agreements.

All our agreements offer access to: our Help Desk 8:00am to 6:00pm Monday to Friday, 2 hour attempted remote fix or workaround for critical issues and 4 hour for all other requests, a dedicated business manager to deliver quarterly usage and service reviews, and detailed ticketing information and usage reports.

All our agreements are suitable for the smallest or largest of businesses as they are flexible to accommodate the usage requirements of each individual client.

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We have worked hard with customers to develop agreements that form the foundation of our support service, tailored to complement existing IT resources and fully outsourced solutions, without tying clients into long term commitments.

outsourced support options.

MANAGED AGREEMENT

Our most popular and complete offering, ideal for businesses with or without an internal IT resource, this agreement provides a complete suite of managed services, unrestricted access to our help desk and senior technical team as required. Dedicated technical resources and Business Manager are also included all for an inclusive monthly fee, tailored to meet the client's individual usage requirement.

Included is our Monitoring and Protection Service to protect users, monitor client devices and servers to keep the network as safe and up to date as possible.

Scheduled maintenance, technical and management reviews combine to ensure we deliver a completely proactive service.

Proactive Services: Included
Term: On going, 90 day cancellation
MPS Service: Included
24x7: Optional
Payment: Monthly Fee

MANAGED PREPAY AGREEMENT

Identical to our Managed Agreement, but paid with a smaller monthly fee and pre-purchased blocks of hours.

All pre planned proactive services, including Monitoring and Protection Service are paid for with a monthly fee. All reactive support is then deducted from the pre-purchased hours.

Proactive Services: Included
Term: On going, 30 day cancellation
MPS Service: Included
24x7: Optional
Payment: Small Monthly Fee + Pre Purchase of hours

support to complement existing IT resources.

IT MANAGER AGREEMENT

Designed to support existing IT managers and teams, this agreement works to supplement the customer's existing IT resources, either on a continual basis or during busy periods, holidays or sick leave. Providing direct access to our senior-level 2nd Line of support, it's a targeted professional package for businesses seeking additional specialist IT support on demand.

The agreement provides access to all of our services should the customer wish to take them. Including our Monitoring and Protection Service to protect users, monitor client devices and servers, and planned maintenance visits should the internal resource wish to outsource these tasks. Hardware and software renewal service, 24x7 support and emergency response escalation are all available as options. All paid with a monthly fee and pre-purchased blocks of hours.

Proactive Services: Optional
Term: On going, 30 day cancellation
MPS Service: Optional
24x7: Optional
Payment: Small Monthly Fee + Pre Purchase of hours

PREPAY

For clients not looking for a proactive service, but need the certainty that they can call upon support when needed, the PrePay Agreement offers access to the Help Desk and senior technical team as required for the minimum financial commitment. Customers still receive a Business Manager and management reviews but do not benefit from the dedicated technical team offered in our other agreements.

Best suited to compliment customers' internal IT resources that already perform a regular maintenance service and technical reviews and who are looking for predominately 1st line support which can be escalated if required.

Customers who add the Monitoring and Protection Service to protect users, monitor client devices and servers, will benefit from quicker resolution times.

Our 24x7 service is not available for the PrePay agreement. Clients looking for a more proactive and complete solution but prefer to purchase hours in blocks of time should consider our Managed PrePay Agreement.

Proactive Services: Not available
Term: On going, 7 day cancellation
MPS Service: Optional
24x7: Not available
Payment: Pre Purchase of hours

support assessment.

For more information on our support agreements, to arrange a discussion or to book a free, no-obligation network and support assessment to evaluate your support needs, call us on **01273 662777**, or email **info@tridentgroup.co.uk**.

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the help desk.

For our clients, the Help Desk team is the first port of call for users seeking technical assistance. Only available to customers with support agreements, the desk resolves issues remotely and manages escalation requests.

The Help Desk team includes a broad skill set from end user support to highly technical infrastructure expertise. The desk is split into a 1st line team providing day to day end user support and the escalation team providing 2nd and 3rd line support as required. Open from 8:00 in the morning till 6:00 in the evening, Monday to Friday - excluding public holidays - with an optional 24x7 remote support service available to clients that need extended hour coverage.

Our standard service level available on all agreements offers 2 hour attempted remote fix or workaround for critical issues, and 4 hour for all other requests.

Whatever support is needed, our cutting-edge issue management will ensure the best response, every time. Our system tracks all support tickets, schedules onsite visits, plots tasks and keeps detailed records of resolutions, as well as holding documentation on systems to ensure our engineers are fully aware of the network configurations, and needs of the client. In addition, our service desk monitoring screens display all current outstanding ticket information, keeping us up to date with what needs to be done to ensure a prompt response and the fastest resolution possible.

The Help Desk forms the backbone of our Monitoring and Protection Service: monitoring reports, first responding to automated alerts and advising both the client and internal teams of events and resolutions.

“
Today, it took your engineer about two minutes to grasp the problem, find the relevant solution and modify a suitable script to enable me to correct the permissions. I am over the moon. I will ensure the head teacher hears about it. Your IT Support is the best service I have ever received since being a school ICT Technician. Brilliant.”

MERVYN YOUNG
ST JOHN'S AND ST MARTINS C OF E PRIMARY SCHOOL

monitoring and protection service.

This service is key to ensuring the best user support experience. Client and Server protection is included in all of our fully managed agreements and wraps up System Monitoring, Leading Antivirus, Patch Management, Asset Inventory tools, Remote Assistance and optional Web Protection, into one easy to use package.

For a small monthly fee per device included in the monthly support charge, this service provides the protection, management and proactive monitoring that businesses need to ensure they are protected against threats. Importantly, this is delivered under a single pane of glass that our support desk manage on our client's behalf. We have designed this service to overcome the common problem of maintaining and managing these critical levels of protection on a daily basis. Despite the best solutions, ensuring protection levels are up to date and working effectively can be an ongoing task.

SYSTEM MONITORING

Servers and workstations are monitored for potential issues, and in most cases, our support desk is alerted before issues become disruptive; saving end users from the disruption of having their systems down and ensuring security is up to date. Issues such as low disk space, critical events, service failures, backup failures and hardware issues are monitored, reported and managed.

ANTI-VIRUS

Powered by award winning Anti-Virus software, including BitDefender, this product is lightweight and proven to deliver high levels of protection. No Anti-Virus vendor offers a guarantee against infection, however out of date software is the most common reason for failure. Our service's automated update process is the best we have seen, but updates sometimes still fail, which is why our service goes that extra mile by ensuring our team is alerted of a failure so they can correct it as soon as possible.

PATCH MANAGEMENT

Commonly, clients have in place automated patch management like Windows Software Update Services (WSUS) or Windows Update configured. These need constant attention and can be misconfigured by end users who often cancel updates not realising their importance.

Our service manages these updates for both Servers and users' PCs, stopping end users from compromising the security and deploying these updates at suitable times to best suit the business. Our service also constantly monitors the success of these updates and instead of just reporting a failure, our support team is made aware of the problem so that they can attend to the issue quickly with the minimum disruption to the user.

REMOTE ASSISTANCE

It is common place to provide support quickly via remote control of a device. We can do this for clients via this service, which allows our team to take control of servers and client machines as required. With minimum, or in some cases, no involvement from the users but critically with their knowledge so that security is maintained. It also allows our team to perform non-disruptive operations allowing the user to continue to work whilst our team are dealing remotely with an issue.

ASSET AND INVENTORY

Our service also keeps track of the customer's assets protected by it. Enabling our team and customers to quickly view detailed device information, assisting in the resolution of problems and providing an up to date view at all times.

OPTIONAL WEB PROTECTION

Web Protection helps protect our customers from legal liability and reduces the risk of security breaches through proactive internet access controls. Every machine is protected both in the office, on the road or working from home.

This sensible service blocks users from visiting unsafe sites, enforcing internet access policies in the workplace. Schedules can be configured to allow access to safe non-work related sites, out of office hours or at lunch time as required. White and black lists can also override category based filters to fine tune the access policy of the customer's specific needs.

Additionally, a web bandwidth check alerts our team when excessive bandwidth activity is detected. This, combined with intelligently filtered internet activity by day, category and website, helps to reveal trends, spikes and irregularities showing relevant website data depending on data privacy requirements.

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engagement process.

Successful support delivery requires the right approach to provide a consistent dependable service. We ensure this by following our engagement process to best understand and assess our customer's needs and align our flexible support services appropriately.

First we meet with our clients to understand their needs and build the service that is right for them. Typically this is done at the customer's site so we can see first-hand the organisation we are supporting. We discuss in detail the different service offerings and service levels that are appropriate and then go through the process we follow to provide a tailored support proposal.

Our teams set about gathering the information we need using industry recognised tools and processes. The information gained from this discovery phase is critical for both the short and longterm success of our support offerings. This also includes engaging with other companies that supply software or other IT services to the client, so we can understand the support they offer and agree the required process to best work together.

We present our findings and recommendations in a support proposal, then invite clients to visit our site so we can demonstrate our support processes, enabling them to see our service in action. This is extremely valuable to provide a great insight into our capability. It's also an opportunity to meet our in-house Help Desk representatives and the team that are assigned to the client's account.

Once we have all the information required, we then setup the agreement and start to provide the service, including the deployment of our management tools and arranging our proactive services such as regular maintenance, management and technical reviews.

Finally, after the first three months we review the support usage and effectiveness with the client, tweak or tailor the service as appropriate and make recommendation where possible to reduce the need for support and improve the user experience.

“
With no in-house IT expertise across our seven sites, Trident plays the part of IT Manager, Advisor and Consultant ensuring we are supported, informed and always up-to-date with new technologies.”

MARY-JAYNE ATKINS MISHON MACKAY

support assessment.

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