

End user computing support

Real-time support for your staff – improving productivity.

We will look after your end users.

NST offers a service specifically to support your users with their immediate computing support needs, whether they are using a multiple of PCs, MACs, tablets or smartphones. Our Service Desk is available 24x7 and is only a phone call or email away.

Upon contacting our helpful technician (all of our Service Desk staff are qualified technicians) we will immediately look to resolve the problem. We will also log the issue into our ITSM (call-logging) system so that all details of the user and their problem are captured. Our technician can, in most cases, also remotely access the user's computer allowing first-hand control of the device. Once the problem is resolved, the user agrees to the logged incident being closed (or whatever the incident process agreement is). Regular reporting and incident analysis is also provided. Importantly, all of the NST Service Desk processes are designed and managed using industry standard "best practice" methodologies, specified by the ITIL set of practices.

The Service Desk at NST has a further layer of support, if needed, made up of a team of IT engineers specialising in most IT disciplines. This ensures that all of your End User Computing needs are met.

nst
IT SOLUTIONS



ARE YOU EXPERIENCING ANY OF THESE CHALLENGES?

- Business impact due to your staff not being able to access IT resources
- Unreliable or unaccountable technical support
- Unknown or wasted IT costs
- Demotivated staff not being able to complete tasks due to IT failures
- Customers being impacted
- PCs not performing well, maybe compliance issues around the software you own
- Lost files due to failures



A LITTLE ABOUT NST

The original business was started in the 1970s. Over the last decade we have built a service-based company, focusing on small and medium enterprises, with the following values:

- Fantastic customer relationships
- Strive to deliver excellence
- Positive attitudes at all times
- Continual improvement

The employees own the business, and they are all experienced technical folk, with varying degrees of IT certification.

Our customers are central to our business and they represent all industries across the country. They are also our best advertisement and are willing references.

We here at NST know why we are here – for you.



WHAT DOES IT INVOLVE?

Managing a complete IT environment can seem daunting. From licensing compliance to security, from disaster recovery to Internet speeds, where does it all end? We have simplified all of this and can either offer you solutions to one or more of these challenges.

BENEFITS OF NST SERVICE DESK SUPPORT

- Single point of contact simplifying IT support
- Increased accessibility to IT help and faster problem resolution
- Increased business productivity, efficiency and effectiveness
- Financial savings from improved resource management
- Improved user satisfaction with IT
- Improved customer perception and brand image
- Scalable service allowing you to effortlessly support your changing user-base
- PCs are proactively managed with real-time monitoring which can identify and resolve issues before they impact the device and user
- Be compliant with respect to software licensing avoiding any legal travesties
- PCs are maintained at optimal performance with automated and managed patching
- IT resources are secured with managed and automated anti-virus protection
- File backup management to enable restoration in the event of a failure
- Complete audit trail of all issues experienced by users enabling proactive reporting including trend-analysis

OTHER NST SERVICES

NST offers IT services across the board, from designing and building networks and new IT environments, through Service Desk support delivery, to complete outsourcing of customers' IT. We have extensive experience in Disaster Recovery planning (including Business Continuity) and offer cloud services for your applications and infrastructure. See our website for more information.

NST Worldwide Pty Ltd

Level 1, Unit 4
11–13 Orion Road
Lane Cove West NSW 2066
Phone: 61 2 9422 4600
Fax: 61 2 9422 4699

PO Box 900
Lane Cove NSW 1595

Email: sales@nst.com.au
www.nst.com.au

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