

END USER SUPPORT

Real-time support for your staff, improving productivity

NST provides a dedicated service designed to assist your users promptly with their immediate computing support requirements, whether they utilise multiple PCs, Macs, tablets, or smartphones.

Our Service Desk is available 24x7 and is only a phone call or email away.

Upon contacting our Service Desk (all of our Service Desk staff are qualified technicians) we swiftly engage in resolving the reported issue. Simultaneously, we document the problem in our ITSM (call-logging) system, ensuring comprehensive capture of user details and issue specifics.

In many cases, our technicians can remotely access the users computer, facilitating hands-on control of the device.

Upon successful resolution, the user confirms the closure of the logged incident based on the agreed-upon incident process. We also provide regular reporting and conduct incident analysis.

Notably, all NST Service Desk processes are meticulously designed and managed according to industry-standard “best practice” methodologies, as specified by the ITIL set of practices.

NST’s Service Desk boasts an additional tier of support, comprising a team of IT engineers with expertise across various IT disciplines. This guarantee ensures the fulfillment of all your End User Computing requirements.

GET IN TOUCH

SYDNEY: 02 9422 4600



PERTH: 08 6323 1400



MELBOURNE: 03 8580 5080



www.nst.com.au



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WHAT DOES THIS INVOLVE?

Navigating the intricacies of a comprehensive IT environment can appear overwhelming. From ensuring licensing compliance to addressing security concerns, and managing disaster recovery to optimising Internet speeds, it's a complex landscape. However, we've streamlined these complexities and can offer bespoke solutions tailored to meet the unique needs of your business.

Our Products & Services

- IT Support Services
- End User Computing Support (PC, Mac, Tablet & Smartphone)
- IT Administration
- Anti-Virus Management
- Email Management
- Patch Management
- IT Security, Firewall & Intrusion Protection
- IT Hardware & Software Provisioning
- Project Work
- Remote & On-site Support
- Business Grade Voice & Data Networks
- Business Continuity Planning & Disaster Recovery
- File Backup Management Cloud (SAAS, IAAS)
- Data Centre & Server Hosting & VoIP Systems

BENEFITS OF NST'S SERVICE DESK SUPPORT

- Simplify IT support through a single point of contact
- Enhance accessibility to IT assistance for quicker problem resolution
- Boost business productivity, efficiency, and overall effectiveness
- Achieve financial savings through improved resource management
- Elevate user satisfaction with IT services
- Enhance customer perception and fortify brand image
- Scale services effortlessly to accommodate a changing user-base
- Ensure compliance with software licensing to avoid legal complications
- Maintain PCs at optimal performance through automated and managed patching
- Secure IT resources with managed and automated anti-virus protection
- Implement file backup management for seamless restoration in case of failures
- Establish a comprehensive audit trail of user issues for proactive reporting and trend analysis
- Proactively manage PCs with real-time monitoring, identifying, and resolving issues before impacting devices and users