



SERVICE DESK MANAGEMENT

The NST Service Desk offers resources to address any IT-related issues and requests promptly. Our team consists of highly skilled IT professionals ready to tackle challenges effectively. In fact, over 80% of all inbound calls are resolved by the person answering the phone - our skilled team, on average, responds to calls within 20 seconds! While most access to your IT resources is managed remotely, we are ready to attend onsite when necessary (as scoped into the service). The NST Service Desk seamlessly integrates into your organisation, functioning like an internal team with a deep understanding of your IT infrastructure.

Operating on a 24x7x365 basis, our Service Desk adheres to ITIL-driven processes and procedures, recognised as the global standard for best practices in IT Service delivery. Think of the Service Desk as your dedicated IT department, available and ready to assist at any hour, every day of the year.

BENEFITS

- Available 24x7x365, allowing you to customise support coverage hours
- Streamlined access through a single contact number for all issues and requests
- Courteous and expert assistance from our team of IT technicians
- Regular monthly reports tailored for your information
- Vigilant monitoring of your IT devices, coupled with SMS and email alerts
- Ongoing service enhancement through a continual improvement process
- Proactive Issue Resolution and Scalable Support for tailored and efficient IT assistance

GET IN TOUCH

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SERVICE DESK FEATURES

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

Specialist Support: As needed, our specialised team members analyse, troubleshoot, and resolve intricate issues with precision and expertise.

Administration: We handle all aspects of IT administration, including reporting, analysis, licensing, and compliance.

Web/Mail Management: Efficient monitoring, release, and management of emails as needed.

Server Management: Utilising monitoring technology to routinely examine Windows events and performance indicators, promptly investigating anomalies.

Citrix Management: General performance monitoring, user/application additions and removals, and permission adjustments.

Firewall/Security Management: Regularly reviewing firewall logs to assess usage and detect potential attacks, with daily checks on Anti-Virus software.

Patch Management: Ensuring timely updates for both Server and Microsoft desktop applications and operating systems.

LAN/WAN Management: Managing switches and routers, with capacity planning and continuous monitoring. VoIP Management: Expert configuration and management of VoIP systems as authorised.

Backups and System Recovery: Conducting status checks, scheduling, and problem resolution, including file restoration and quarterly backup test restores.

Mobile Device Management & Support: Comprehensive management and support for all devices covered in the agreement.

Standard Operating Environment (SOE) Management: Implementing desktop lockdowns, standardised imaging, and proactive management of licensing and software updates for a secure and efficient environment.