

Dedicated Service Desk

A dedicated service desk will provide you with access to a group of engineers dedicated to supporting you and your business needs.

By being dedicated to your support needs alone, they will be able to develop a deep understanding of your IT infrastructure, will become familiar with your environment and business needs and will, in turn, be able to deliver on any particular support requirements that you may have as a business.



You get all of the benefits of your own, in-house service desk, without the cost and hassle of finding, retaining and managing your own resources.

By adopting a dedicated service desk, you will be able to define your own service levels and workflows, or train the team how to support any bespoke applications or hardware.

Dedicated Service Desk Benefits

- ✓ You enjoy a single point of contact for support that is completely dedicated to your needs.

That ensures that you get the response that you need, when you need it. It also ensures that you have a team of engineers who understand your business, as well as your industry, and who can adapt the levels and approach to your support as appropriate. Your dedicated team will develop a faster troubleshooting and resolution proficiency as they get to know your environment.

- ✓ Enjoy the predictability of fixed fees, the reduction in management hassle, with the flexibility of having your own team.

Overcome the hassle and cost of finding and retaining suitable engineers, as well as finding cover for sickness and absenteeism, all for a known, fixed fee. All this, while also having the flexibility to adapt the service you receive in a bespoke way.

- ✓ Enjoy high performing operational service, with increased user and business satisfaction from improved system performance and availability.

With dedicated resources focused solely on providing you with a reliable and robust technology platform, you will enjoy improved system performance and availability, which will lead to increased user and business satisfaction. Quick, consistent resolutions to your IT problems will become the norm as the team begin to better understand both your issues, as well as the context in which they occur.

Unlock the benefits of a dedicated service desk for your business.

Our experienced and friendly team will make sure you get the best service, always.

Discuss your Dedicated Service Desk needs by calling us on +44 203 034 2244 or +1 323 984 8908, or emailing hello@cardonet.com

Our Technology Partners



Dedicated Service Desk Features

- ✧ Flexible IT Support processes to meet your business needs.
- ✧ Friendly, dedicated end-user IT Support.
- ✧ 24x7 support from a named and trusted support team.
- ✧ Guaranteed response times based on agreed SLA.
- ✧ A single point of contact for all of your IT Support needs.

Dedicated Service Desk Options

- ✧ A range of hours up to 24x7x365.
- ✧ Options to adopt specific processes and SLA's.
- ✧ Bespoke support options.

Allowing you to do more

- ✧ Concentrate on other elements of your business.
- ✧ Enjoy the best of both worlds: cost savings and service improvements.
- ✧ Enjoy a stronger alignment between IT and your business.
- ✧ Overcome all employment issues.
- ✧ Enjoy a consistent service delivery.
- ✧ Get in-depth reporting and management information.

Trusted to deliver expert IT Services by



HALCYON GALLERY



Why Cardonet

 TRUE 24X7 OPERATIONS	 PROVEN TRACK RECORD	 SINGLE POINT OF CONTACT	 VENDOR NEUTRAL	 CUSTOMER FOCUSED
 PASSIONATE & EXPERIENCE	 TRUSTED PARTNER	 FOCUSSED ON QUALITY	 AGILE AND AWARE	 FULLY ACCOUNTABLE

Awards



Accreditations



Our Commitments

<h3>Our Team</h3> <p>We employ friendly professionals who have well-rounded experience, the ability to work in a team and a desire to be helpful.</p>	<h3>Our Processes</h3> <p>We continue to invest in our systems and have the standards in place for effective, streamlined and consistent service, customised to meet your needs.</p>	<h3>Our Mission</h3> <p>We are dedicated to providing remarkable IT services that improves your performance, increases your productivity and protects you.</p>	<h3>Our Promise</h3> <p>We value long-term relationships built on trust. To achieve that, we deliver fully supported vendor neutral solutions that are essential and reasonably priced.</p>
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Your IT Services Partner for

 IT Support	 IT Consultancy	 Managed IT	 Managed Cloud	 Communication	 Cyber Security
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Enjoy a dedicated service desk, without the hassle of running your own

Call us on +44 203 034 2244 or +1 323 984 8908 or email us at hello@cardonet.com to start the conversation.

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cardonet
at the heart of IT