



# Viglen Service Desk

IT's Teamwork

## Service Desk

Viglen's service desk assists you in meeting the challenge of user support. We achieve this by providing quick responses and a single point of contact (SPOC) for queries.

Support is provided by telephone, e-mail or remote support 'remote access' allowing incidents to be resolved efficiently.

Direct access to the Service Desk ensures users can access the support specialists avoiding an automated service.

Our professional staff has extensive experience in resolving complex software/network problems that can cause downtime and lead to lack of productivity.

The Viglen service desk enables customers to access the experience of highly skilled technical professionals across a mix of network and technology environments.

## Features & benefits

- Dedicated service desk for single point of contact
- From single incident support to unlimited calls and remote support
- Service desk staffed with 1st, 2nd and 3rd line support engineers
- Direct line to the UK based service desk, no automated service or switchboard
- Increase efficiency by releasing time spent by your own hard pressed staff
- Desktop 'Remote access' allowing problems to be resolved efficiently
- Microsoft certified IT professionals cover operating systems from Windows 2000 server onwards and most servers such as exchange, sharepoint etc.
- VMware certified professionals
- Reduce your costs and achieve greater productivity



ProCurve Networking  
Specialist  
Master



**viglen**

Great  
Minds  
Think

**viglen**



## Viglen's Professional Services - IT's Support

Here at Viglen we offer a variety of managed services which will provide your institution with a unique tailored service.

Our services are aimed at not only reducing down time but reducing your costs and making your environment far more efficient so your staff can concentrate on important tasks.

All these services will provide you with a clearer view so you can plan your IT strategy and determine the direction you would like to achieve continual IT growth at lower costs.

For further information on the services listed below please visit [www.viglen.co.uk/services](http://www.viglen.co.uk/services) or alternatively call 01727 201 854



### Customer Helpdesk

When you need assistance, Viglen's dedicated customer service desk is ISO20000-1 certified and is contactable by telephone, email and remote support. Your query will be managed by a dedicated team in a professional, efficient and friendly manner to ensure a speedy resolution.



### Prioritised Service

Viglen have introduced a prioritised service which allows you to ensure you have preferential access when you need it. This service is only available when your organisation pre-purchases engineering support, which is offered at a reduced rate.



### On-site engineers

With Viglen's onsite engineers based all over the UK, you can be assured of a quick response to minimise any down time. Our highly trained engineers undergo rigorous training to ensure high service levels and consistency.



### Server & Network Support

Avoid any downtime while increasing efficiency with technical support from Viglen's engineers to resolve complex software and network problems.



### Live Monitoring

Viglen's live monitoring service ensures you have a clear assessment of your critical network devices. This service helps you to proactively maintain your IT estate with frequent reports and automatic alerts that notify staff of unscheduled issues or events.



### Technical Consultants

If your organisation is looking to deploy a large scale project, Viglen's technical consultants can offer their expertise and experience to plan and develop a best of breed solution unique for your IT environment. When it comes to building a robust IT environment, it is worth involving Viglen's technical consultant.