

iDesk Technology Team puts iDesk's team of highly skilled IT support engineers at your disposal to help you to use Information Technology most effectively in your business without incurring the headaches of trying to do it yourself.

Technology Team comes in 3 flavours, which can be mixed and matched to get the solution that's right for your business.

Technology Team Options

Technology Team OnSite

One or more dedicated support engineers at your place of business – whether you need a permanent presence or just an occasional visit.

Technology Team OnLine

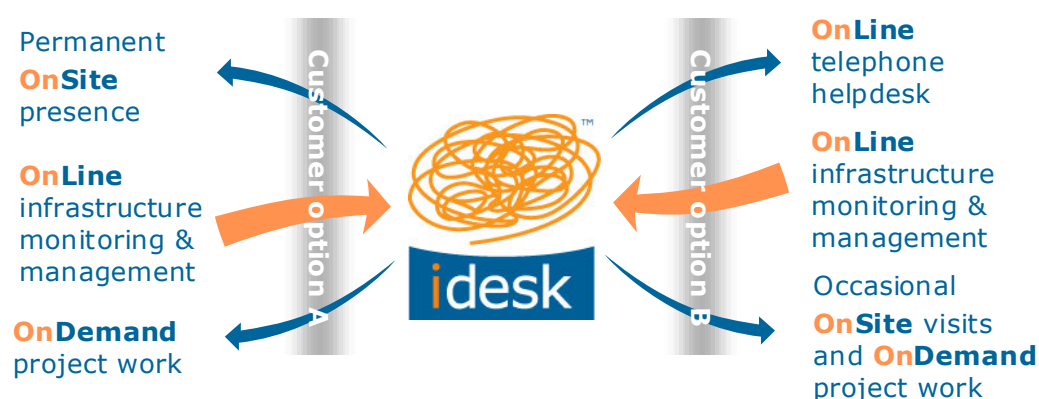
iDesk expertise at the end of a phone: customer support just a phone call away, and full time remote systems and server management to keep your business applications running smoothly.

With today's technologies making it possible to provide 90% of IT infrastructure management at arm's length, Technology Team OnLine can provide the majority of your support, with OnSite visits available on those occasions when you need extra user support or for those infrastructure tasks that really do require manual intervention

Technology Team OnDemand

iDesk support for specific projects – ranging from installing a new machine to a complete network upgrade or rolling out a new application.

Technology Team OnDemand provides a complete range of project capabilities from software installation or hardware commissioning through to complete business needs analysis, managing procurement and full project management.



Quality and Reliability

iDesk Technology Team is based on the same core team of engineers and technicians that are trusted by major ISPs and other technology companies to provide support to their customers.

With technical skills ranging from Microsoft software support to router and broadband configuration, and the organisational capability to manage problem resolution on your behalf for an even wider range of products, iDesk really can take the management headache away from using the latest and greatest technology to help you run your business more effectively.

Example Customers

OnSite or OnLine - complete IT outsourcing to iDesk

- ❖ A specialist **media planning and buying agency**, and subsidiary of one of the world's largest communications groups, contracted iDesk to take full ownership of providing IT support to its UK operation.

From their London headquarters, the client coordinates the activities of its global network of media specialists, helping their customers to make the best possible use of their media buying budget. By working with iDesk they have been able to ensure they get the benefits of professionally managed IT systems and applications without needing to divert management time from the core business of advising and assisting their customer base.

iDesk provides a full-time OnSite presence to deliver the highest possible level of support to the client's employees, as well as providing a high quality management service to guarantee availability and smooth operation of the business's servers and network infrastructure.

- ❖ A successful London-based **venture capital company** uses iDesk to support its IT infrastructure and users.

The fund focuses on early-stage investments in technology, media and financial services ventures, and has a particular focus on software and digital media. The client uses iDesk to ensure they have an IT infrastructure suitable for a company in their position without the need to employ and manage an in-house IT department.

iDesk provides OnLine technical support and remote systems monitoring and management, together with a regular half-day OnSite visit to address more in-depth user queries and systems issues that require physical intervention.

OnDemand - effective IT project delivery from iDesk

- ❖ One of the UK's leading and most innovative **advertising agencies** was due to move to new premises. They employed iDesk to manage the technology side of the move and ensure that the IT infrastructure was up and running in the new office building. In addition, the client wanted to equip all 3 floors of the new office building throughout with a wireless LAN, in order to create a flexible working environment where employees were not tied to a particular desk.



Already the supplier of OnSite support services, iDesk took full control of the project from assessing the client's requirements to procuring and deploying the wireless LAN, migrating the existing systems, and testing that everything was ready for use on day 1 of moving into the new building. iDesk delivered the whole project on time and to budget and the client is now delighted with the total flexibility the new infrastructure gives them to organise and manage their business

- ❖ A small high street **firm of solicitors** needed to implement a new storage solution for their network, and turned to iDesk to supply and commission the new equipment.

The client's practice acts for a diverse clientele of individuals and businesses of all sizes, on matters ranging from commercial disputes to divorce and separation. iDesk procured, supplied and installed the new storage solution, allowing the customer to continue focusing on attending to its clients needs for legal advice and representation.

Helping your business

Can iDesk help your business to get the most out of the latest IT and communications technology without the headache of owning and supporting it yourself?

Call  **020 8537 7575** to learn more about iDesk, or to arrange a visit by one of our consultants who can propose a tailored selection of services that will be right for your business. Or email  sales@idesk.com for further information.



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