

SERVICE OVERVIEW

Managed Desktop Services

Delivering a seamless Managed Desktop Experience on any device, simply and securely with 24x7 service support from anywhere.

EFFICIENT & COST EFFECTIVE SERVICES

The challenge is to reduce costs whilst increasing the speed of delivery. You don't want to be paying for unused capacity or an under-utilised IT team during natural troughs, but at the same time you can't compromise service quality during peak phases.



FLEXIBLE MOBILE & HOME WORKING

Business today demands flexible working and secure accessibility from anywhere for your Staff's ability to work efficiently in any setting. Providing access to business applications and data enables Staff to work from anywhere and collaborate effectively with colleagues regardless of location. The recent COVID pandemic has highlighted the need for flexible working, so having desktop support expertise available for remote diagnostics and recovery is an essential extension for business support continuity.

RELIABLE SECURE COMMUNICATIONS

Employees won't tolerate a poor service. Inconsistent connectivity, support issues or disruption caused by updates and patching affect productivity. Staff need access with no degradation of performance, even out of the office 24 x 7.

What's included when you choose Intergence as you're Managed Desktop Partner

99.99%

AVAILABILITY

- USER MANAGEMENT
- PATCHING & UPDATES
- END-POINT SECURITY
- PROACTIVE Mgt.
- ASSET Mgt.
- MANAGED APPs

24x7

SERVICE SUPPORT

THE INTERGENCE VALUE

Desktop Strategy - We will help you set out a desktop roadmap ranging from Windows migration planning, to application and desktop virtualisation.

Life cycle Services - we will manage your IT estate and reduce costs: from supply, through moves and changes, to eventual disposal. More importantly we will continually ensure that the integrity and health of your desktop estate is maintained through routine patch management, and upgrade deployment.

Intergence Managed Desktop - is a flexible service with options including Managed Desktop, Enterprise Managed Desktop and Enterprise Managed Virtual Desktop.

Our solutions can include everything from break/fix maintenance, tightly managed desktop polices and configurations, through to hosted virtual desktop. Intergence can tightly manage desktop policies and configurations, use leading management tools to automate application delivery, management and license compliance.

We can supply our Remote-only-Services (RAS), On-Prem Support Services (OPSS) or our Hybrid-Support-Service (HSS). Not only can we manage your endpoint estate, but we can help you deploy and manage virtual desktops to support 'anywhere, anytime' access, from any device. Ensuring that user data integrity is always maintained, and providing you with a desktop disaster recovery solution at the same time.

MAKING THE DIFFERENCE HIGHLIGHTS

- > 55k endpoints supported
- Secured Endpoint Included
- Per-User/Per Month Pay for what you use
- Proactive Monitoring
- 24x7 Service Desk with extended options
- Backed with ISO 27001/9001 Accreditation

Service Element	Enterprise	Business
Procurement Service	✓	○
Portal Access	✓	✓
Customised O/S Image	✓	○
Endpoint Asset Tag	✓	✓
Endpoint Delivery Service	✓	○
Provisioning Service	✓	○
*24x7 Service Desk Support	✓	✓
Service Request Portal	✓	✓
Hardware Support SLA	✓	○
Hardware Assurance SLA	✓	○
Moves & Changes (IMACDs)	✓	○
Asset Inventory Management	✓	✓
Endpoint Rebuild & Rotate	✓	✓
Equipment Disposal	✓	○
Group Policy Management	✓	○
Patch Management	✓	✓
AntiVirus Management	✓	✓
Malware Management	✓	✓
Remote App Deployment	✓	○
LifeCycle Management	✓	○
Software Inventory Mgt.	✓	○
Dedicated On-Prem Support	○	○
Email Phishing Protection	○	○
KEY: ✓ INCLUDED ○ OPTIONAL <i>*Standard 08:00am -20:00hrs Mon - Fri Cover.</i>		



HM Government
G-Cloud



**CYBER
 ESSENTIALS**