



# DESKTOPLIVE

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RELIABLE. RESILIENT. SECURE.





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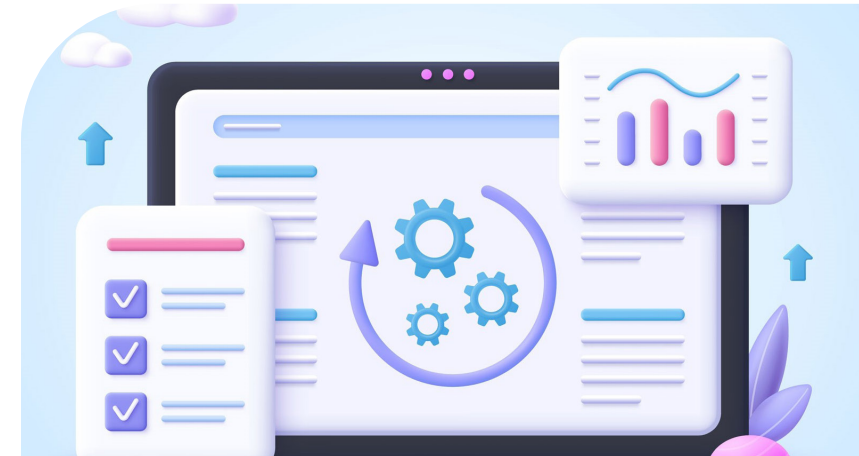
RELIABLE. RESILIENT. SECURE.

We have been providing resilient and secure IT to organisations of 50+ employees for over a decade through our unique DesktopLive offering.

We take responsibility for all aspects of your IT, from your desktop to the cloud, server or datacentre and integrate your line of business applications. We offer simplicity, security and compliance, reliability and flexibility

## What we do

- Take responsibility for all aspects of IT, from desktop to datacentre and Cloud
- Understand your required capabilities and commit to delivering them
- Integrate and support line-of-business applications
- Set and meet guaranteed service levels
- Keep costs predictable and transparent
- Traditional on-premise model, and ability to integrate Office 365 services



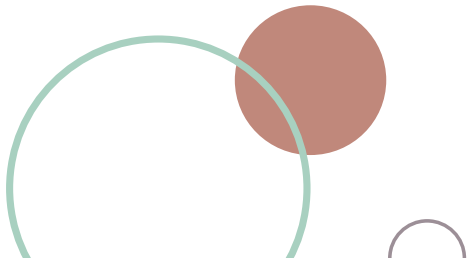
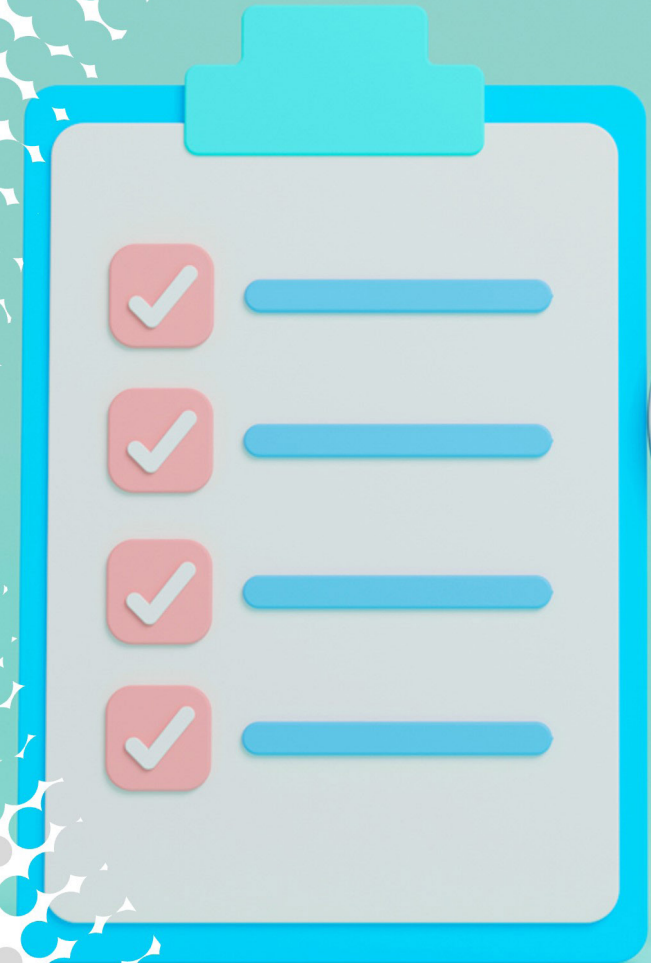
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# BENEFITS

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- No more costly server upgrades
- No more costly license purchases
- Business continuity inherent in product
- Disaster Recovery built into the product
- Delivered using robust and secure operational processes as independently assessed as part of our ISO 27001 and ISO9001 certification
- Outcome-based contract - the technology is our problem
- The price of your IT can go up and down as required directly aligned to the number of users
- Best of Breed (latest version of Office and Windows automatically)
- Built in Ransomware detection and prevention
- Accountability; we own, manage and support the system end to end we are on the hook to deliver
- Backup Management system included



# WHAT'S INCLUDED



DTL is a complete transfer of responsibility for the delivery of IT to IPI. You pay a single monthly fee per user, and we provide all the following:


- A desktop PC or laptop
- Microsoft Windows
- Microsoft Office (upgrades are included)
- Microsoft 365 e-mail (upgrades are included)
- File Storage – Microsoft SharePoint and OneDrive for Business
- Backup and Restore Management system
- Email filtering
- Anti-virus
- Network Security and SD WAN
- Local area networking (switches and firewalls)
- Wide-area networking (internet connection and links between offices)
- Full remote access for working from home or on the road
- Unlimited UK-based service desk support

- Site visits as required to meet our SLA
- Account management and governance reporting
- Licensing for latest version of Office 365 and Windows

We guarantee your staff will be able to work effectively and can deliver the service in different ways depending on the requirements of each staff member and location.

We provide complete resilience as part of our guarantee. You can adjust user numbers up and down as you need to; you only pay for the capacity you use. We will also host your line-of-business applications where appropriate and integrate them seamlessly to your users as part of their desktop.

We will work with all of your third-party application providers, both those we host and those we don't, to make sure your users have complete clarity with regard to responsibility for resolving issues.



# DTL SUPPORT

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The core to our support is our UK service desks, based in our London, Reading and Manchester offices, with access to engineering resources UK-wide. We have a stringent SLA for responding to and resolving issues on the desk, and a straightforward escalation mechanism all the way to the Senior Leadership Team for difficult issues. Standard service desk hours are 08:30 to 17:30; there are options to extend this (e.g. to cover evenings/weekends), and for 24/7 cover for critical incidents.

We monitor both our own service core and the key elements of your on-site network 24/7 and respond quickly to any alerts. As with everything we do we aim to prevent issues by identifying trends and applying patches in good time rather than waiting for problems before resolving them. If we need to come to site to maintain the service core or meet our SLA, we'll do so without extra charge. We'll also send an engineer around your sites regularly to check up on the equipment and meet users face to face; this can be extended into a regular on-site "clinic" day for user support, although there are extra costs for this.



# OUTSOURCED IT - THE IPI WAY

We are a trusted IT partner to many of the nation's busiest organisations. We help our clients adopt technology that transforms their customer experience, drives down costs and improves the working lives of their teams. With decades of experience and a large team of certified engineers, we have the strength and expertise to support your transformation. We can manage all of your daily IT requirements, ensuring that the whole team has systems that consistently perform. And if things go wrong, our technicians are at the end of the phone, ready to fix issues remotely.



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