



PANOPTICS

Call: 0203 137 6351

Email: hello@panoptics.com

Onsite.IT.Support - IT.Services - Panoptics

Onsite Support

Panoptics Onsite Support physically extends elements of our Service Desk and Systems Management functions directly into your end user community, so they benefit from the additional confidence and security of having direct access to an IT professional in person. Local physical issues can be dealt with easily, minor training needs can be addressed and clinics or workshops can be run on a whole host of subjects, providing reassurance to the end users that their IT needs are covered whilst maintaining an efficient IT environment for your entire business.

" Every time we have a problem,
very quick to respond. "

Arantza Pueyo, The Brewery

Service Description

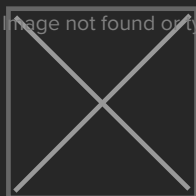
Our Onsite Support provides direct access to a highly skilled and experienced IT technician, giving your business a physical IT presence giving your end users the comfort of knowing that any issue will be resolved no matter how complicated or trivial it might seem.

Our onsite engineers that attend your site will be qualified to deal with your infrastructure and the needs of your specific end user community. Our engineers are personable, friendly, honest and open ensuring seamless integration into your business whilst providing a straight-talking, easy to understand IT resource. Every analyst is an integral part of our innovative support structure – **Panoptics PODs** – guaranteeing all questions and issues are resolved in the most efficient & effective manner, as every team member has immediate access to the wealth of knowledge within Panoptics – further extending the service level delivered to you onsite.

Our Onsite Support model is completely flexible and the level of service deployed is tailored to meet your specific business requirements. Standard delivery of our service typically includes an amount of days built into the contract so that we can schedule engineer's onsite visits to coincide with days that best suit you and the engineer can resolve any additional onsite jobs at the same time, making the service highly efficient and cost-effective for your business. Furthermore, the amount of time onsite can also be flexed during the contract to ensure that you only ever pay for what you need.

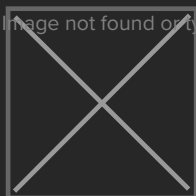
Other Services To Consider

Discover how all of our services work together to deliver additional end user benefits and greater value...[click here](#)



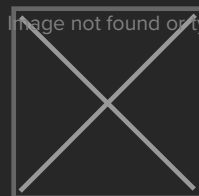
Service Desk

Friendly, knowledgeable support from experts who resolve incidents in the shortest timeframe achievable.



Systems Management

Proactive management of business systems which maintains a stable IT estate and rapid response to incidents.



ITIL Functions

ITIL best practices combined with real world experience which facilitates an optimised service delivery.

We're always available to discuss any IT Project and would welcome the opportunity to talk it through. Get in touch now and we're confident we will find the perfect solution for your business.

[Get in touch today.](#)



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