

Managed Service Desk



At a Glance

Xtravirt's Managed Service Desk provides organisations access to key technical services, and capability for the implementation, development, and management of key virtualisation environments developed upon solutions from vendors such as VMware, Citrix and Microsoft.

A support and maintenance framework is delivered based on a points system that provides service flexibility and budget manageability. The framework provides access to the following services:

- Solution support and on-site consultancy
- Training and project management
- Systems design and implementation services
- Systems management and maintenance
- Application packaging and provisioning

Xtravirt designs and builds strategies and solutions to help customers solve their complex IT challenges and unlock the full potential of cloud, datacentre and workspace technology.

Benefits

The service is designed to provide professional consulting services to support you and your customer's new and existing projects and to complement existing IT resources where and when required. Points are drawn down as and when required. The number of points used depends on the level of service and skills required.

The key benefits of the managed service desk are:

- Fast response for tactical requirements, such as any unexpected resource or project issues (resources for unexpected project contingency). The pre-approved point system means that there is no need to go through budget approval process.
- Reduced cost of services for projects and gain preferential rates through pre-payment.
- Flexible capability on-demand, for both projects and support. Our points structure enables services to be delivered through enhanced support or professional services, according to your needs.
- High priority access to Technical and Enterprise Service Team services.
- Technical Account Manager (TAM). Complements the existing strategic development of your IT systems by enabling access to free reviews and updates, including access to vendor early adopter programs.

Support Provision

During on-boarding and provisioning phases, we will work with you to determine the number of points required to provide the necessary support; from access to 1st, 2nd or 3rd line technical resources, to consultancy around design and implementation services.

Points can be used for different levels of support including design, technical consulting and project management along with fixed-point services, such as Health Checks.

Escalation stages are established with each customer to ensure the correct route is taken for support tickets, with appropriate response times in accordance with normal UK working hours (09:00 to 17:00).

Leading Technologists

We achieve the best results for our customers by continually investing in ourselves and nurturing teamwork, while working closely with robust industry management standards and best of breed technology partners.

The Enterprise Services Team (EST) consists of highly skilled specialists that provide development, support and management services in Xtravirt's key technology areas. The teams are certified to enterprise level vendor accreditations.*



Microsoft
Partner

Additional Services

We deliver end-to-end outcomes, from cloud strategy through to solution implementation, including designing and building private/hybrid clouds for user workspaces with self-service provisioning and management.

About us

Xtravirt is leading cloud and digital transformation consultancy. We believe in empowering enterprises to innovate and thrive in an ever-changing digital world. We enable our customers to unlock the full potential of cloud, data centre and workspace technologies.

Xtravirt are a fully accredited VMware Professional Partner and VMware Master Services Competent Partner.



Contact us

For more information on this and our other business solution services visit xtravirt.com or email us at info@xtravirt.com.

* VMware Partner Enterprise Solution Provider - Server Virtualization, Business Continuity, Cloud Provider, Desktop as a Service Solution, Desktop Virtualization, Hybrid Cloud, Management Automation, Management Operations, Network Virtualization, Software Defined Data Center, Software-Defined Storage, Mobility Management

Microsoft Partner - Gold Datacenter, Gold Midmarket Solution Provider

