



# End User Support Services

## Transform your user experience with amazing end user support

Many organisations use internal IT teams to handle 1st line end user support tickets. However, it can be challenging and expensive to provide sufficient coverage to maintain productivity levels and minimise disruption caused by IT incidents to end users.

Internal IT teams find they must put other tasks on hold, taking them away from project work and their core roles.

Cloud Business' end user support analysts are an extension of your IT team. They resolve IT issues, minimise disruption and boost user adoption. They are the 1st line of support when an end user faces a problem with software, applications, hardware or networking.

Working to robust SLAs, our 1st line analysts aim to resolve all tickets at first contact. We do more than triage IT issues, log tickets and refer to knowledge bases. We resolve IT problems and action requests.

Our end user support services enables your business to minimise downtime, increase productivity and enhance end user experience.

**Your people deserve an amazing user experience. Speak to our team to discuss how we can support your organisation:**

### Our end user support services

**Primary service desk team:** We allocate a primary team to each of our customers so they really get to know you, your user community and your technology environment.

**Experienced & knowledgeable technical analysts:** 1st line analysts have an in depth knowledge of popular productivity suites like Microsoft 365, Google Workspace and Apple iWork. They also provide 1st line support for many commonly used business tools and applications.

**Flexible & scalable services:** Managed services ensure we always have enough analysts available to support your end users.

**24/7/365 coverage:** We operate a 24/7/365 service desk for those customers who need core hours, extended hours, overnight or weekends and public holidays.

**Adding value:** Our on boarding process includes the creation of a comprehensive knowledge base to reduce resolution times and improve the user experience.

**Multiple support channels:** End users can contact us for support in multiple ways. We are also happy to use your ITSM tool or you can use ours.

**Focus on service improvements:** We are always looking for ways to make your service more efficient and cost effective; and to improve the user experience.

## Fortinet managed Service

# Stay safe with continuous and proactive monitoring of your Fortinet firewall estate



Monitoring and managing your Fortinet firewall estate is complex and time consuming. It requires specialist expertise to stay ahead of evolving cyber security threats; and sufficient internal resource to optimise and proactively monitor your security systems, and respond appropriately to incidences.

Few organisations can afford to ignore this critical factor in your security toolkit. The cost of a data breach including remediation and potential reputational damage can be significant; and increasingly stringent data protection regulations can result in considerable penalties for non-compliance.

That's why many of our customers utilise our Fortinet managed firewall service. While your team focus on their core competencies, our Network Security Experts take care of this critical job.

Cloud Business's Fortinet Managed Service provides continuous and proactive monitoring of your firewall estate and a rapid response to threats, performance issues and other incidents that can damage your business.

### Our Support

- ITIL award-winning service desk
- NSE qualified consultants
- Service desk portal, email and telephone support
- Full escalation to Fortinet for complex issues

### Why Cloud Business?

"Our focus is on helping our clients identify and understand security risks and deploy the right solutions to protect their infrastructure and business. Our Network Security Experts and tailored managed services protect your business, reduce costs and give you peace of mind."

Lee Duke, Director of Security

### Monitoring

- Proactive monitoring of Fortinet firewall(s)
- Threat Watch
- Policy Violation Alerts

### Reporting

- Firewall Configuration
- Assistance and guidance on day to day Firewall changes
- Firmware updates and regular configuration backup

### Managed Service Options

- 8 x 5 SLA
- 24 x 7 SLA
- Scheduled Firewall Review
- Advanced Warranty Replacement with engineer to site
- Virtual SOC Service

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