kuiper
technology

IT Services
2019

The Midlands Premier IT
Services & Solutions Provider

IT Service Desk

Providing enterprise-class hardware, software and network support solutions that increase your productivity and maintain optimum system uptime

There maybe occasions when an organisations in-house IT Department may be overstretched or depleted. In some cases, you may not have the budget to employ full time IT expertise. Your organisation will still be required to safeguard your IT Systems and ensure they are working efficiently so that you can continue to operate effectively, especially now that many technologies are transitioning from physical devices to cloud and software-based applications.

That is why we have tried to make Kuiper Technology Service Desk a simple, user friendly, no nonsense solution to support you and your organisation.

If you expect your IT personnel to handle daily IT issues from your users as well as maintain your servers and networking, then you are not on your own. We service many organisations of all sizes who have all tried to adopt a "Do It Yourself" strategy in an attempt to keep operating costs down. What they tend to find is that IT professionals get inundated with simple user requests, but do not have the time

to answer all of them in a timely manner. That then escalates to having many issues that an IT professional could do without which draws their focus away from more important IT tasks. This has an impact in time and financial resources long term. It may also mean that with the important IT issues going unnoticed you could end up with serious downtime.

Kuiper Technology Service Desk is here for you, to help safeguard your users, your IT systems and to help prevent the loss of your important resources.

How We Work

1. **We Answer the Telephone or Receive Your Ticket via Email**
Our work begins the minute you place your support call or raise a support ticket.

2. **We Troubleshoot the Issue You Are Having**
We look to understand the issue you are having, reasons behind it and try to find ways to resolve the issue as soon as possible.

3. **We Explain What Course of Action is Needed**
We will inform you of what action we need to take, or the steps we will need you or your users take to resolve the issue.

4. **We Know When to Escalate**
Every member of our IT team is committed to solving your problem, but on occasions we may need to escalate to other members of our IT services team who have increased competency levels or experience for further troubleshooting to resolve your issue.

5. **We Take Ownership**
As soon as you report an issue, we take ownership until we have fixed it. We will update you throughout the troubleshooting and resolution process.

6. **We Follow Up**
During troubleshooting complex IT issues, we will stay in communication with you or allotted members of your team until the fault is resolved. When this occurs, we make sure will speak to you when we say we will.

Our Skills Matrix

Below is a list of our technical competencies and key areas of IT that we can support, but this list is not exhaustive. We have further in house and external technical capabilities and experience to draw upon so if there is something not listed, please get in touch and we will ensure that we have the technical know how to service you and your requirements

Anti-Virus	Backup	Cloud
• Avast • Kaspersky • ESET • McAfee • Microsoft Security • Trend • Sophos • Symantec • Webroot	• Acronis Backup and Recovery • ArcServe / ArcServe UDP • Asigra • Azure • CommVault • DELL Appasure / Quest Rapid Recovery • EMC Networker • HP Data Protector • Microsoft DPM • Symantec System Recovery • Unitrends • Veeam Suite • Veritas Backup Exec • Veritas NetBackup	• Adobe • Google G Suite • Microsoft 365 • Microsoft Office 365 • Microsoft Azure
Microsoft	**Mobility**	**Networking**
• Active Directory • DirectAccess • Distributed File Systems (DFS) • Exchange Server • Hyper-V • Microsoft DAG Clusters • Microsoft Failover Clustering • Microsoft Server Hardening • Remote Desktop Services • SQL Server / SQL Clustering • Windows Server	• Apple iPhone / iPad Connectivity • Google Android Connectivity • Mobile Device Management	• Cisco • Cisco Meraki • HPE Aruba • WatchGuard • Dell / Dell EMC • Netgear • Huawei

Network Security	Operating Systems	Servers & Storage
• Cisco • Cisco Meraki • HPE Aruba • WatchGuard • SonicWALL • Netgear • Huawei	• Windows 7 + • Windows 2008 + • Debian • Linux For other operating systems, please contact us.	• Dell • HPE • IBM / Lenovo • Huawei
Virtualisation	**3rd Party Applications**	
• VMware • Microsoft Hyper-V • Huawei FusionSphere • Parallels	Kuiper Technology can service your third-party applications but require customer to have a support contract with the vendor of the application in place. This is an add on service and quoted upon request.	

Our service desk support excludes hardware break-fix maintenance. Break-fix maintenance is available for hardware devices via eCarePlus, our own brand of IT Hardware Maintenance Services.

eCarePlus

www.ecareplus.co.uk

eCarePlus is a recognised, established and trusted choice for those who are proactive in their approach to their IT infrastructure. Our break fix maintenance services are multi-vendor and any items of hardware can be put under a maintenance agreement from 6 months up to 5 years should you choose to do so. If an item of hardware under cover develops a fault, we will respond and fix it within the agreed service level agreement. If an item isn't under cover you have no need to worry, we are here in case of an emergency and engineers are on hand ready to be called upon ad hoc on a time and materials basis.

We work with all major hardware types – servers, storage, desktops and laptops, EPoS, peripherals and communications hardware – from all leading manufacturers including HP, HPE, Cisco, Dell, IBM, Juniper, Lenovo, EMC, Fujitsu, Huawei, NetApp and many more.

Pricing

We have tried to make Kuiper Technology Service Desk a simple, user friendly, no nonsense solution to support you and your organisation

That's why we offer two types of IT support; **User Desktop Support** where we price per user per month, and **Infrastructure Support** where we price per device per month.

Our **User Desktop Support** covers each individual computer user within your organisation. We define that by your users having a Domain User Profile, being an Active Directory User or having an Office 365 / Microsoft 365 user profile.

Our **Infrastructure Support** covers hardware devices found within your IT network such as Servers, Storage, Firewalls, Routers and Network Switches.

Once you decide on the Service Desk Support you require you can then choose from one of two service levels, Standard or Enhanced.

Our Standard service level is for Remote Support where you or your users log service tickets to our service desk as required, with our services team responding and providing a resolution as soon as possible.

Our Enhanced service level provides Remote Support with Proactive Monitoring where we use our monitoring software (ConnectWise Automate) to proactively monitor your user endpoints and network devices. We continually review if your systems are at their optimum performance along with monitoring their health and status, as well as if there are any potential areas of risk that need to be addressed. We can then plan actions to avoid potential problems from occurring.

User Desktop Support

STANDARD	ENHANCED
£15.00	£20.00
Per User Per Month	Per User Per Month
PN: SERVICEDESK-DT-REMOTE	PN: SERVICEDESK-DT-REMOTE-ENH
Remote Support	Remote Support + Proactive Monitoring

Our User **Desktop Support** covers each individual computer user within your organisation. We define that by your users having a Domain User Profile, being an Active Directory User or having an Office 365 / Microsoft 365 user profile. For On-Site IT support please refer to our Standard Engineer Day Rates.

Infrastructure Support

STANDARD	ENHANCED
£20.00	£25.00
Per Device Per Month	Per Device Per Month
PN: SERVICEDESK-INF-REMOTE	PN: SERVICEDESK-INF-REMOTE-ENH
Remote Support	Remote Support + Proactive Monitoring

Our **Infrastructure Support** covers hardware devices found within your IT network such as Servers, Storage, Firewalls, Routers and Network Switches. For On-Site IT support please refer to our Standard Engineer Day Rates.

Our Service Desk Support excludes hardware break-fix maintenance. Break-fix maintenance is available for hardware devices via eCarePlus, our own brand of IT Hardware Maintenance Services.
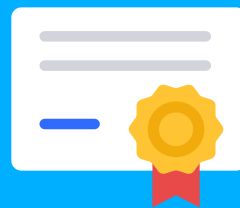
Smart Hands

Engineer Day Rates

Kuiper Technology are a technical services organisation with the infrastructure and logistics that deliver success, providing our clients with a unique approach to technical resourcing resulting in noticeable savings in time, money and valuable resources. We have a proven track record in delivering cost effective, flexible and bespoke technical support and consultancy.

You can outsource your entire IT support operation to Kuiper Technology with confidence as well as sourcing key personnel or even allow us to manage or deliver a specific technical project. This can be undertaken on a fixed contract price, variable contract terms or on a consultancy basis.

We pride ourselves in all our engineers adopting a can-do attitude and having great customer service skills. We work closely with all our customers to offer a quality and responsive service for short, or long-term projects.

Save Time & Money

Fully Certified

Experienced

Variable Contract Terms

Standard Engineer Day Rates

LEVEL 1

Field Engineer
PN: ENGINEER-L1

£200.00

Installation of pre-configured devices and basic hardware support, break fix and basic IMAC.

LEVEL 2

Senior Field Engineer
PN: ENGINEER-L2

£300.00

Ability to pre-configure and install devices to desk and carry out specific desk side configurations. Able to carry out fault finding on a wider range of equipment, installation and configuration of applications and operating systems.

LEVEL 3

Systems Engineer
PN: ENGINEER-L3

£450.00

Ability to carry out complex hardware fault finding and installation of Server based equipment into existing rack solutions / DC's.

LEVEL 4

Technical Consultant
PN: ENGINEER-L4

£600.00

Typically a minimum of 4 years' experience with at least one core industry accreditation such as Cisco, Microsoft, VMware and Citrix. Individuals that have the ability to carry out implementations to Mid Market clients.

LEVEL 5

Solutions Architect
PN: ENGINEER-L5

£850.00

Highly Accredited. Proven track record of complex design and implementation projects. Manages integrated solutions from a technical and strategic aspect. Typically 10 years' experience.

LEVEL 6

Director/Project Manager
PN: ENGINEER-L6

£1100.00

Same as Solutions Architect including a proven track record of Project Management - ITIL & PRINCE2 practicioner.

Our Day Rates are based on 10 hours (8 on-site with an hour each side for travel) | The first 30 miles from your nearest Kuiper Technology office location, fuel per day is included with mileage charged @ 0.30p per mile after this | Other expenses such as parking and road tolls will be chargeable following prior authorisation | 'Unsociable Hours' rates are available upon request | All Inclusive rates can be provided for projects dependant on volume to include a Van | Any pricing quoted includes full consultation and project support and are exclusive of VAT | Day rates are subject to a 15% charge for 'London Weighting' for engineers working within the M25 | Work can only be carried out following receipt of signed Terms and Conditions, Purchase Order (PO) and Statement of Work (SOW).

Smart Hands

Remote Engineer Credits (RECs)

Kuiper Technology offer Remote Engineer Credits (telephone, email & remote access) for organisations who want a multi-vendor support service that is designed to be a virtual extension of your own IT team, without the long-term commitment of a fully managed service desk.

With Remote Engineer Credits, you pre-purchase support units by the hour, with a minimum investment of 10 units. Each service desk ticket is then consumed in 30-minute increments. You can use them as much as is required until the allocation of credits has been exhausted or within 12 months of the agreement start date.

Our Remote Engineer Credits have the same technical competencies as those listed in our technical skills matrix so you can be safe in the knowledge that just because you do not take out a service desk subscription, your service level and access to our knowledge base will not be affected.

This service is used to provide reactive technical assistance to organisations who find their internal IT support requires more in depth product knowledge in certain areas, or for when key internal IT staff are on holiday, maternity/paternity, illness or busy with other projects.

Pricing

1x CREDIT
(1 hour)

£60.00

Minimum Investment
10x credits (£600)

Remote Engineer Credit

Part Code: REC1

Valid for 12 months

Example 1:

x10 Credits Purchased = 10hrs Remote Engineer Time

- 1 Ticket Raised. Engineer resolves the issue in 25 Minutes
  = 0.5 credits consumed (30 minutes).
- This leaves 9.5 credits remining to use (9 hours 30 minutes).

Example 2:

x10 Credits Purchased = 10hrs Remote Engineer Time

- 8 Tickets Raised. Engineer resolves the issue(s) in 45 minutes per ticket
  = 8 credits consumed (8 hours).
- This leaves 2 credits remaining to use (2 hours).

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