

DATA SHEET

MANAGED ESSENTIALS

Removing the in-house burden of IT management. Ideal for businesses looking for a flexible, 'light touch' managed service.

Our Managed Essentials Service eliminates the burden of IT support and systems on your in-house technical teams, enabling them to shift focus to strategic or business critical projects.

Combining Device and End User Support, the Essential Service is aimed at businesses who require a flexible, 'light touch' approach to managed services and IT support that cuts through the noise.

Using powerful automation tools we will monitor and maintain your systems 24/7. Any anomalies are flagged and remediated before you even notice them, and before they give rise to costly problems.

Most of the time you won't even notice us. But if you have a problem, we will be there 24/7.

The Nasstar Essential Service consists of:

- \\ Service Initiation
- \\ Automated Backup Checks
- \\ Automated Windows Server Security Patching
- \\ Automated Citrix Reboots

As well as the above, you can select from the following additions:

- \\ Remote Service Delivery Management

THE NASSTAR WAY

When you work with Nasstar, we will take the time to understand your business and get to know your IT environment so that we can best advise on ways to improve efficiencies, whilst cutting costs – a metric we include in every single client contract.

There are no technical barriers to our Managed Services capabilities. And with a team of over 250 IT specialists, we can scale with you, providing your people with all the support they need, 24/7.

KEY FEATURES



Automated Citrix Reboots

Our Citrix Reboot service delivers optimum performance, ensuring Cached Data and Stale Profiles are purged. Set up as part of onboarding, VIP users are programmed into the system and not forcefully vacated from systems they are actively using.



24/7 Proactive Monitoring

This service element comprises of proactive monitoring specific to the technology being managed. The monitoring activities may be detailed in the Service Description or (where applicable) confirmed in the project initiation phase.



24/7 Service Desk

Our 24/7 Service Desk enables you to report any incidents quickly and easily to our team for investigation, in addition to the following features:

- \\ All incidents are reported centrally, capturing those raised by you and your team, as well as those identified via Nasstar's proactive incident management system
 - \\ Initial diagnostics are performed on any reported incidents
 - Full ownership of the incident, and end-to-end management
 - \\ Once the incident has been resolved, we will ensure any Managed IT equipment that has been affected is managed in accordance with the relevant warranties, as set out in the Service Description
 - \\ Available via telephone, e-mail or through the ServiceNow portal 24/7/365 as standard
- Incident Support is provided around the clock, ensuring a response is provided within a 1-hour SLA for P1 incidents logged with Nasstar's Service Desk¹. All incidents must be logged by an authorised named user, registered with the Service Desk.



Remote Service Delivery Management (Optional)

Remote Service Delivery Management is available as an option in our Managed Essentials Service, providing additional levels of monitoring and reporting for the service(s) in question.



Automated Backup Checks

We will use AI and automation to ensure backups are successful. Our proactive management tool, pre-emptively schedules system maintenance tasks to reduce downtime, while detailing audit trails. The audit log records a 7-day history and will automatically escalate a ticket to P1 after 24 hours if the next backup fails.



Automated Windows Service Security Patching – Global Update Service (GUS)

We will provide Windows Security Patching on the technology/service(s) purchased, as standard, to ensure you are continuously in line with Microsoft best practice. The latest security updates will be downloaded and installed within your maintenance window and detailed as part of Service Initiation.

Our Proactive monitoring and maintenance Watchpoints will be configured to monitor the status, download, and install updates using automation and manual methods as required.

REQUEST A FREE MANAGED ESSENTIALS CONSULTATION

Whatever your IT support needs, we can take care of it, so you don't have to. If you would like to book a complimentary consultation or find out more about our solutions, please contact enquiries@nasstar.com or call 0345 003 0000

¹ A P1 will only be declared if the Customer has purchased a resilient service.

