

# TMB 24x7 Service Desk Add-on

## The proactive IT support you need, whenever you need it

**IT problems can occur at any time – not just during office hours.** If you need to talk to someone urgently on a Saturday evening about a server that's down or a backup that won't upload, you don't want to have to wait until Monday morning to talk to someone about it.

Thanks to our 24x7 service desk, you don't have to. For a low, monthly fee, you can add this service to your existing managed service from TMB, and get access to technical support all year round, including weekends and bank holidays.

### How It Works

Because our service is proactive, there should be fewer occasions when you need to log a ticket. But on the occasions that you do, you simply contact us in the same way as you would during office hours. That means you have a choice between phoning or emailing us, or using the TMB support web portal.

From 9am-5pm, Monday to Friday, these will be dealt with by our in-house technicians. Outside of these times, and on public holidays, our out-of-hours support team will respond to tickets and fix problems remotely where possible. So if something stops working in the middle of the night, we'll have it up and running by the time you switch on the office light in the morning.



### Additional Information

**Prerequisites:** TMB Fully Managed Security & Maintenance Endpoint Service and TMB 8x5 Service Desk. Supported operating systems and software.