

TMB 8x5 Service Desk

Ensure your end users' productivity with our proactive IT support

The TMB 8x5 Service Desk offers support and maintenance during normal office hours. Building on top of the TMB Fully Managed Security & Maintenance Endpoint Service, it offers first-class assistance with a wide range of common IT problems.

What's Included?

- Access to the TMB service desk during normal business hours.
- Dedicated account manager and technical contact.
- Windows and Mac support.
- Office 365 support.
- Mobile assistance.
- Line of business application assistance.
- Telephone, email and web portal logging.
- Ongoing documentation maintenance.
- Monthly service reporting.
- Quarterly service review.
- Annual roadmap.



What's Covered?

- Email or application crashed or not working.
- Printing problems.
- Database connectivity issues.
- Files and folder access problems.
- General hardware failures.
- Computer performance issues.
- Virus and malware infections.
- Network connectivity failures for individual endpoints.

Additional Information

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

Available upgrades: TMB 24x7 Service Desk Uplift. Grants access to our out-of-hours service desk team, who will take calls and respond to tickets 365 days a year, including bank holidays.