

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 helpdesk 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
- Eight business hours of on-site support
- Ongoing documentation maintenance
- Monthly service reporting
- Quarterly service review
- Annual roadmap
- 24x7 remote monitoring and maintenance
- 24x7 proactive remediation services

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



Need 24x7 Support?

Our 24x7 service desk add-on will extend your IT support beyond normal working hours. That means you can talk to us 24 hours a day, 365 days a year, including all national holidays.

For more information, please call 0333 900 9050 or talk to your TMB account manager, if you have one.