Kryptos

HELPDESK SERVICES

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HELPDESK SERVICES

Overview

In today's globalised workplace, the need of the hour is round-the-clock, seamlessly available IT infrastructure is a must. However well-planned, IT systems do fail.

Kryptos Helpdesk services support **any** device at **any** time, and are aimed at providing enterprises and partners with a robust ITIL-based platform, focused on personalised services and

Benefits

- Personalised response
- Flexible offering - dedicated or shared
- Customised support hours
- Multi-tenant ITIL-based platform and process
- SLA-based services
- Multi-skilled, round-the-clock response teams
- Improved customer satisfaction
- Support across a wide range of technologies and platforms

Our Offerings:

Business that run round-the-clock, require round-the-clock IT support. Our 24/7, dedicated helpdesk enables customers and partners to service their

- Personalised response
- Improved response speed

Unarguably, this results in increased productivity and

Off-peak Hour Support

Our off-peak hour support can be customised and is an excellent option for enterprises or partners. The multi-skilled team at Kryptos will provide a seamless experience to users by acting as an extended arm of the customer or partner's IT team. These services can be

Premium Support Services (PSS)

Kryptos PSS is a **prioritised incident and problem management service.** Our SME and support-staff are trained and certified across multiple technology domains and work to support you in resolving critical incidents. These services include coordinating with multiple parties and provide

Kryptos Consulting provides premium support services for helpdesk. These encompass:

- Problem resolution services
- Support assistance
- Consulting services

Problem Resolution Services

We provide assistance for problems based on the specific symptoms encountered. Our problem resolution services are available 24 hours a day, 7 days a week, and can include any combination

Problem Request or Break-Fix

An assisted break-fix support request, also known as an incident, is defined as a single support issue and the reasonable effort needed to resolve it. A single support issue is a problem that cannot be broken down into subordinate issues. (Subordinate issues will be considered as hot

Fixed-Priced Incident Requests

These include support issues requiring commercially reasonable volume of services necessary to

Hours-based Incidents

These are chargeable on an hourly basis and include the commercially reasonable number of service hours required to troubleshoot and help resolve the support issue.

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Support Assistance

We provide short-term advice and guidance for incidents not covered by problem resolution service We also respond to requests for consultative assistance for design, development and deployment issues. Kryptos will allocate resources who will work with our clients/partners to

Types of Support Assistance :
Infrastructure support assistance

This includes informal advice, guidance and knowledge transfer. This is intended to help you implement principal technologies in ways that avoid common support issues and decrease the

These services may also help you to resolve problems that are not attributed to products

- Errors caused by networking infrastructure, hardware, software, operational procedures, architecture, IT service management process, system configuration or human error.
- Multi-vendor coordination interoperability problems. Upon request, Kryptos will collaborate with third-party software and hardware suppliers to help resolve complex multi-vendor

Reviews

A Kryptos review is an assessment of a specific system, application or architecture used by a client. It addresses design, development, deployment, and supportability issues for current or

Support Consulting Services

Kryptos provides short-term and long-term resources that will help mitigate project risks and assist in creating products and solutions based on the technologies we cover. We also offer technical readiness support to our client or partner's staff.

A Kryptos resource will work with you to determine your specific consulting needs and can be deployed based on the type of assistance required. A client or partner may request for one or

- **Dedicated remote project resource** - assigned to provide remote assistance for projects over a continuous period of time.
- **On-call remote project resource** - assigned to provide remote assistance for specific incidents in a project.
- **On-call remote resource** - a non-dedicated resource that provides general advisory

Types of Consulting Services

- **Infrastructure consulting**

  These services help to integrate products into enterprise computing infrastructures. They focus on infrastructure design, development and management of the products and server technologies we cover.

- **Strategy Consulting**

  Strategy Consulting helps in the development of services practices and ensuring their readiness. These services specialize in utilizing different business frameworks to develop practice or programs that are based on specified technologies.

- **Custom Consulting**

Information Services

These services provide technical information about various products and support tools that are used to implement / operate the products and technologies in a more efficient and effective manner. All our information services offered through the Service Desk provides access to the

- Regularly updated product news flashes, key support documentation and operational information about products
- Critical problem alerts notifying potentially high-impact problems
- Web response tool for submitting and checking the status of support incidents

Our technology skill set:

We excel in managing Operating systems such as Linux, Desktop, Windows OS and Virtualization.

Web application server, Mail server and control panel, FTP server, databases, Network, Security, Applications, Enterprise management tools, Directory services, Unified communication, Traffic management, Content security/ Anti-virus & Anti-spam, VOIP and Cloud supports are some

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