End User Computing Services

Services	Description
IMACD Support	An industry term for install, Move, Add, Change and De install/ Dispose of IT equipment. Typically, this would include configuration of equipment for new users, moving equipment from one location to another within a site or to another site and upgrading hardware, de installation of software/application and disposal of devices as per the Client's policy and procedures.
Client Migration Services	Full turnkey solutions based on customer requirement
Desktop Support	Includes all types of physical assistance required at the desk of an end user to resolve IT related issues.
Break-Fix Support	Means resolution of faults on desktop computers, their accessories and directly attached peripheral devices including printers support incorporates the onsite diagnosis and repair of hardware by replacing faulty components or configuring replacement equipment.
Warranty Fulfillment	Management of equipment covered by the OEM manufacture warranty.
Asset Management	This includes obtaining and preserving a suitable register of goods while also keeping track of all orders, shipping and handling the stock.
Endpoint Management	Focus on: Hardware controls Software controls Data controls.
Disposal Services	Disposal of IT equipment according to industry standard and practices.
Security Management	Management of antivirus products and services.
Imaging Support	Deployment of customer specific image.
LAN Services	Installation and maintenance of Local Area Networks.
Service Desk Management and Ticket reporting	Incident or a Service Request that has been created and is uniquely identified by a number in the ticketing system.
Printer Support	- Fixing problems like paper jam - Performing a reset (Power cycle) Replacement of Consumables. - Adding Hardware component like "stapler" - Changing Software configuration - Move printers (part of a project, hence Time and Material) - Recycling consumables.