End User Support Service

Derive real value from your IT resources by freeing them up to focus on business-critical initiatives.

LIMA

Outsource your IT support function and concentrate on business value

Being able to shift the focus of your IT resource onto initiatives that deliver true innovation is where IT is heading, whether your resource is based on existing headcount or IT funding. Rather than spending endless hours fielding help desk calls, your valuable IT resource could be driving real business value. By reducing mundane tasks, you also enable your critical IT talent to concentrate on more rewarding work, enhancing job satisfaction and improving retention.

IT functions you could be outsourcing

- Password resets and troubleshooting

- User education on basic applications e.g. Microsoft Office

- End user hardware management

- Employee onboarding and offboarding

Freeing up time to drive value

- Developing apps and automation

- Improving end user experience

- Optimising connectivity and data capture

- Escalating digital transformation programs

- ICT strategy

IT workers globally are more inclined to quit their jobs than employees in other functions, with a 10.2% lower intent to stay than non-IT employees — the lowest out of all corporate functions.

Gartner, 2021

LIMA end user technology support

1 Single, auto-deployed desktop environment, including up to five changes per month

2 Secure, remote service based on Microsoft 365 or desktop virtualisation tools with anti-virus

3 Optional monthly site visits available (extra cost)

4 Management of Microsoft 365 services/tenant, including file share permissions

5 Support and management of network infrastructure

6 General day-to-day end user support

7 Desktop/laptop hardware provision, replacement and co-ordination of repair under manufacturer's warranty (excluding hardware repair)

8 Management of Active Directory within Azure AD

9 VDR service for desktop/Microsoft 365 (extra cost)

10 Mobile device management services

11 Access control including starters/leavers/moves and password reset (self-service)

12 ITIL based service incorporating Incident, Problem, Change, Release and Configuration management

13 Deployment of Microsoft software, standard packaged software such as Adobe and one customer-owned application (additional customer-owned applications can be added for a cost)

14 Quarterly strategic reviews from your LIMA Customer Success Manager who is your point of referral day-to-day

LIMAs tech frameworks streamline IT support by automating routine tasks and enabling self-service, leading to quicker resolutions, happier employees, and increased productivity.

Outsourcing IT support to run your business better

Reduce your support costs

Outsourced IT support systems reduce costs associated with running first-line support, while releasing expensive IT resources to focus on business-critical initiatives.

Balance your budget more predictably

Enjoy the certainty of apportioning a fixed cost per month, per user, treated as an opEx over capEx expense.

Streamline your IT operations

Enjoy a smoother-running, more efficient and dependable solution in a well-architected environment.

Flexible and scalable

End-user IT support is delivered by user by month, responding as your needs change.

LIMA offers one complete service

Streamline your business by outsourcing your entire IT infrastructure, including telephony, networking, and security. Benefit from continuous enhancements post-deployment, such as process automation, to maximise your technology investment.

ITIL compliance

Ensure compliance with IT Infrastructure Library standards and deliver high-quality IT services with robust governance and standardisation through advanced frameworks.

Customer feedback has shown that response times are significantly quicker than when IT is supported inhouse, with faster call answering and closing of tickets.
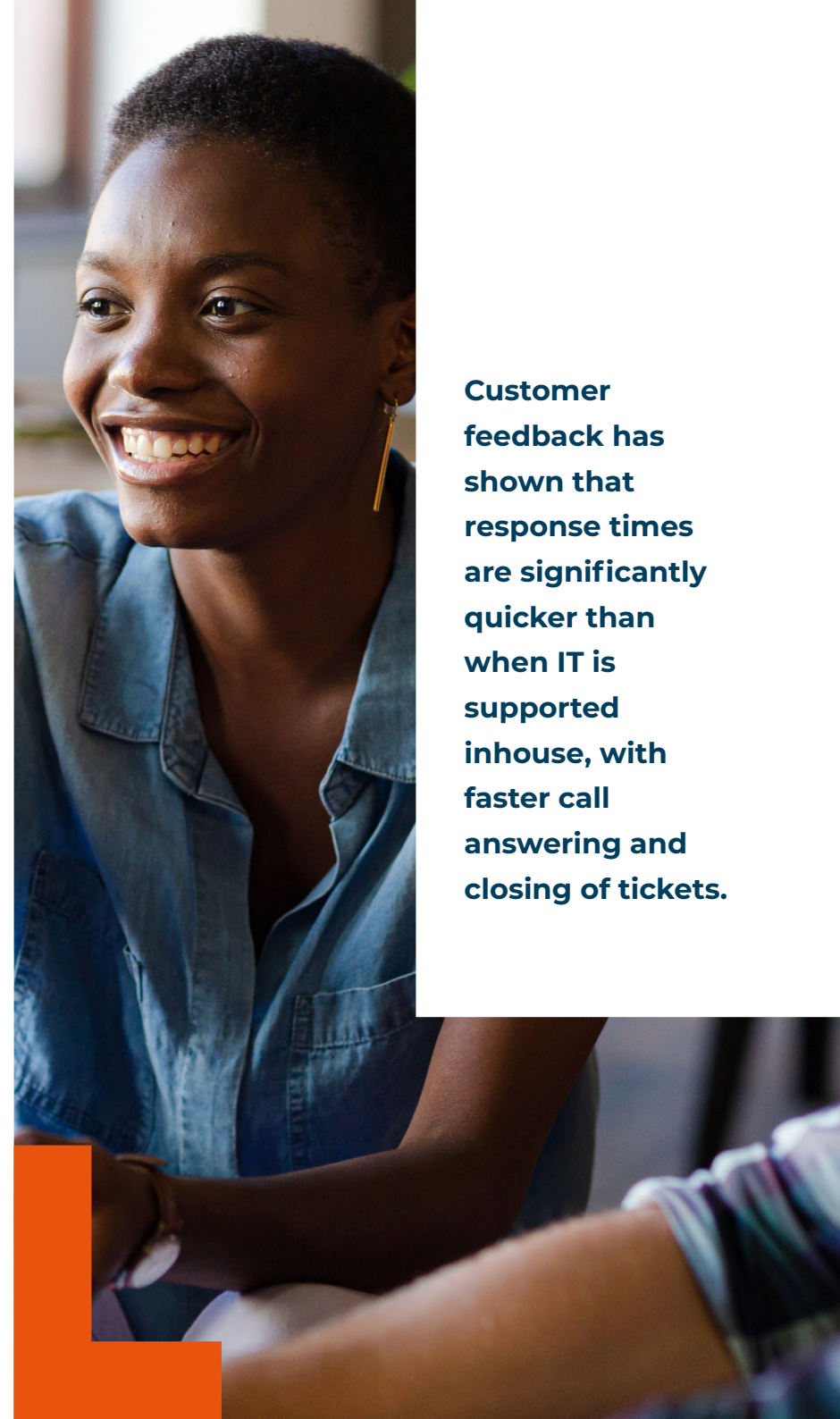
LIMA's IT outsourcing specialists

The old notion of the IT help desk is fading fast. To retain IT professionals and derive full value from them, to enhance business agility and drive growth, businesses need to look to experienced providers.
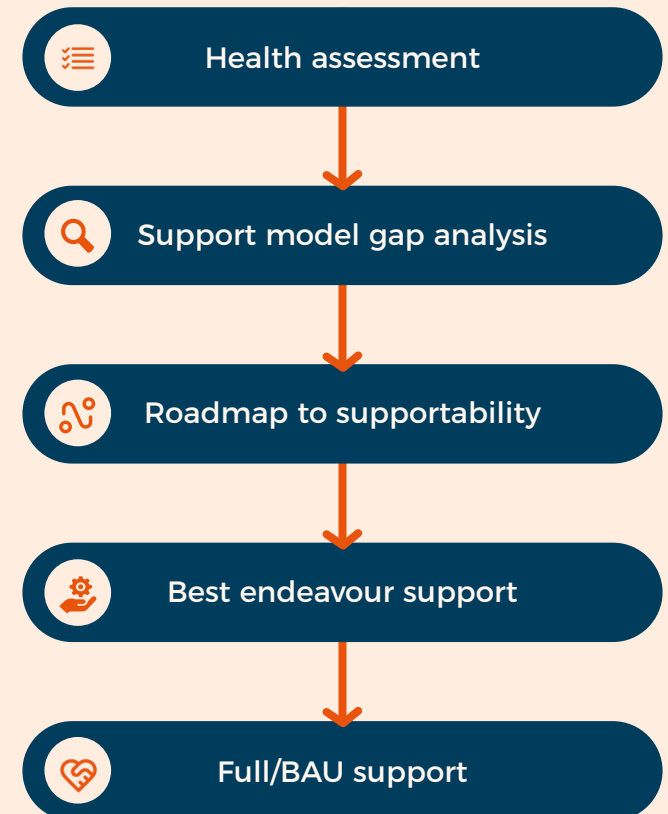
LIMA maintains trusted, long-term relationships with the world's most respected technology vendors. These partnerships enable us to deliver the ideal cloud solution for your organisation's IT support, as well as bespoke data storage solutions, elegant, cutting-edge cyber security and outstanding digital workspace technology.

LIMA understood the problem, they understood the challenge, they put in the effort. Our communication and collaboration worked really well. We've created a strategic partnership with synergy, and we're already recognising the rewards and benefits.

David Warburton-Broadhurst, Innovate Healthcare

THE LIMA APPROACH

- Health assessment
- Support model gap analysis
- Roadmap to supportability
- Best endeavour support
- Full/BAU support

Why LIMA?

We're insight-led
Combining sector knowledge, deep insight into your business and extensive capabilities across multiple technologies to ensure you get outcomes that protect, optimise and grow your business.

Putting people at the centre
We know business success is about connecting and empowering people and our approach to technology reflects that.

We deliver business outcomes
We're not just focused on isolated IT solutions, but on tangible outcomes that deliver measurable business benefits.

We're on your side
Our role is to take your perspective, offering independent advice and solutions in a way that builds trust and credibility.

With a proven track record
Delivering transformative outcomes for hundreds of businesses across different industry sectors.

We are the strategic IT partner for the most ambitious organisations through insight-led IT services that enable resilience, optimisation and growth.

Get in touch

0345 345 1110

LIMA.co.uk