LIma®

Insight-led IT services

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.

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

- ICT strategy
- Developing apps and automation
- Improving end user experience
- Optimising connectivity and data capture
- Escalating digital transformation programs

By reducing mundane tasks, you also enable your critical IT talent to concentrate on more rewarding work, enhancing job satisfaction and improving retention.

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

- Single, auto-deployed desktop environment, including up to five changes per month
- Secure, remote service based on Microsoft 365 or desktop virtualisation tools with anti-virus
- Optional monthly site visits available (extra cost)
- Management of Microsoft 365 services/ tenant, including file share permissions
- Support and management of network infrastructure
- General day-to-day end user support
- Desktop/laptop hardware provision, replacement and co-ordination of repair under manufacturer's warranty (excluding hardware repair)
- Management of Active Directory within AzureAD
- MVaaS service for desktop/Microsoft 365 (extra cost)
- Mobile device management services
- Access control including starters/leavers/ moves and password reset (self-service)
- ITIL based service incorporating Incident, Problem, Change, Release and Configuration management
- 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)
- Quarterly strategic reviews from your LIMA customer success manager who is your point of referral day to day

The knock-on effect: improved employee experience.

The technology frameworks that LIMA uses to deliver its outsourced IT support service address many of the more routine IT support tasks as a matter of course. For instance, our tech enables a self-service capability which gives users the freedom to fix some of their own issues.

That allows for a more seamless experience, with less time spent on the phone or in online help, meaning more engaged, less frustrated employees and improved productivity.

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

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

Outsource your whole IT infrastructure end to end, from telephony to networking, connectivity and foundation security – all the aspects that are vital to providing a seamless IT experience for your business and end users. After deployment, we can provide ongoing improvements to that technology to help you extract more value from your investment, for instance, automating more processes and procedures.

ITIL compliance

Be confident that you're meeting all relevant Information Technology Infrastructure Library standards; also that you have strong governance and standardisation as you deliver quality IT services to end users through sophisticated frameworks that may otherwise be out of reach.

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

Need more information on outsourced IT support functions?
Get in touch with one of our experts.

We deliver value through insight, expertise and technology as the strategic IT partner for the most ambitious organisations.

0345 345 1110   enquiries@lima.co.uk

Lima®

Insight-led IT services