

# Lean on **LIMA.**

Give your workforce the support they need. Free your IT team to drive business value.



**ON DEMAND**  
SERVICE DESK



0345 345 1110



LIMA.co.uk

# Free your IT team to focus on driving business value

IT support services reduce the costs associated with running first-line support, releasing your expensive IT resources to focus on business-critical initiatives, while keeping your workforce moving at full speed.

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


With a flexible choice of workday and out of hours options, plug your workforce into a dedicated, people-centric service desk that gets them back on track, fast.

## IT functions you could outsource:

- ✓ Password resets and troubleshooting
- ✓ Application support
- ✓ End user hardware management
- ✓ Employee onboarding and offboarding

## Freeing up time to drive:

- ✓ Adoption of AI and automation
- ✓ Improved end-user experience
- ✓ Strengthened security posture
- ✓ Accelerated digital transformation
- ✓ Delivery of 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

# On Demand Service Desk – What's included?

**Give your workforce access to the helpdesk that gets them back on track, first time.**

- ✓ 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
- ✓ Management of Microsoft 365 services/tenant, including file share permissions
- ✓ Support and management of network infrastructure
- ✓ Desktop/laptop hardware provision, replacement and co-ordination of repair under manufacturer's warranty (excluding hardware repair)
- ✓ Management of Active Directory within Azure AD
- ✓ Mobile device management services
- ✓ Access control including starters/leavers/moves and password reset (self-service)
- ✓ SLA-backed, 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

**“Our partnership with LIMA has been over a decade in the making and is pivotal to our IT operations. Seamlessly integrating with our team to enhance our technological capabilities.”**

Nick Goodall, CTO

**Brabners**

# An IT service desk that's there for you **when you need it.**

**Choose from 7-7, out of hours, or combine both for 24/7 coverage.**

Business doesn't stop when the working day ends. If a critical stakeholder has an IT issue out of hours, it still needs resolving for business to function

With Critical cover from LIMA, key stakeholders can work without interruption, even if they encounter an IT issue out of hours.

	Workday	Critical	24/7 Critical + Workday
Priced On	Per User	Per User	Per User
Access to Office of the CTO	✓	✓	✓
Service Calendar (excl Bank Holidays)	7am-7pm	7pm-7am	24/7
Support Type (Remote/Onsite)	Remote Only		
Break Fix Support w/ Priority based SLA	✓	✓ Priority 1 & 2 Only	✓
Regular installation of feature updates and bug fixes	Desktops Only		✓
Support for line of business applications	✓	✓	✓
JML Process Management (Joiner, Mover, Leaver)	✓		✓
Installation of Security Fixes w/ SLA			
Recurring Problem Investigation	✓		✓
24x7x365 Availability & Performance Monitoring	✓	✓	✓
Review, scheduling and execution of changes	✓		✓
Regular Service Reviews & Reporting	✓	✓	✓
24x7x365 Vulnerability Detection			
Self Service Portal	✓	✓	✓
Root Cause Analysis	✓		✓

# Why On Demand Service Desk?

## **Fast, personable, efficient**

Plug your workforce into a dedicated, trusted, people-centric service desk that gets them back on track, fast.

## **Free your IT team to focus on driving business value**

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

## **Proactive IT workforce management**

On Demand Service Desk is so much more than just a troubleshooting service. Our team takes a proactive approach to workforce management, including change management, employee onboarding and overall management of M365.

## **An IT service desk that's there for you when you need it**

Business doesn't stop when the working day ends. Ensure key stakeholders can work without interruption, even if they encounter an issue out of hours. Choose from 7am-7pm, out of hours, or combine both for 24/7 coverage.

## **Clear, predictable pricing**

Monthly per-head fixed pricing ensures predictable expenditure, with no upfront costs, allowing your department to budget more effectively.

## **SLA-backed and underpinned by ITIL service framework**

With SLAs set against response and target fix times, and with a mature and tested framework for service delivery management, you can rest assured your end users will be well looked after.

**"We have a great working relationship with LIMA. They have been a trusted partner of Citizen Housing from day one. I've always felt truly valued by LIMA, and am consistently impressed with the personal, family approach from the whole team."**

Terry Maloney, Head of ICT Service Delivery



EXPERIENCE THE DIFFERENCE

# 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



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