

Fact Sheet

24x7 Service Desk

Whether you require an overflow service, language capability or a fully managed 24x7 service, you get highly qualified IT engineers that can be seamlessly integrated into your IT support service via remote support technologies, telephone, email and chat.

Find out more by calling us on +61 2 8437 7990 or visit our website
www.PicNet.com.au

People, Information and Collaboration Network

www.PicNet.com.au





24x7 Service Desk

Benefits

Consolidate your IT

The PicNet Service Desk allows Australian companies with national or international offices to consolidate their remote IT support into one team accessible anytime, anywhere - Saving you money, time and management overhead.

Australian Based Support

We operate out of Sydney Australia, providing support on clear, dedicated phone lines and sophisticated remote technologies. All the benefits of outsourcing without the downsides of offshoring.

Flexible, scalable response

Great as a stand-alone support team or an addition to your existing in house IT team, we can scale your technical staff "On-Demand" and as needed with little effort.

A wide range of skills

From virtualisation to system monitoring, you get access to our expert team, with skills developed from supporting leading medium and large organisations.

Features

1st/2nd Level user support

Support critical systems 24 hours a day, 7 days a week

Incident logging and tracking

Online access to logging and tracking system

Guaranteed response times based on severity

Patch and security management

Hardware problem management

Software problem management

Daily backup monitoring

Device, backup and restore management

24/7 Infrastructure monitoring and availability tracking

Monthly server performance report including capacity management and availability

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PicNet | People, Information and Collaboration Network

IT Support. Software Development. IT Consulting.

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