



Caring for your Network



DESKTOP NETWORK SYSTEMS

Welcome

Welcome to Desktop Network Systems

Desktop Network Systems is recognised as one of the leading IT support services providers across the UK, Ireland and mainland Europe. Desktop Network Systems provides a complete support solution supplying 24/7 maintenance, installation and integration support on a wide range of data systems.

As a support services provider Desktop Network Systems understands the importance of Customer requirements. Equipped with a strong technical and support team, Desktop Network Systems is able to offer a competitive pricing model, a highly qualified technical team and an unrivalled level of service. Supporting industry leading vendors including Cisco, 3Com, Nortel, Juniper, IBM, HP and Extreme Networks means Desktop Network Systems is vendor independent and is continually investing in training technical teams to the highest standards.

Desktop Network Systems are constantly at the forefront of emerging technologies and offer reputable, flexible IT support services across areas that include IP Telephony, Networking & Comms, Wireless, Managed Services, Installation, Security, Network Health Checks and IT Disposal. So whatever problems you experience, you can be sure Desktop Network Systems is able to provide a suitable support remedy.

Already established across the UK and Ireland Desktop Network Systems have more recently expanded into mainland Europe with dedicated resources across various countries including Spain and Germany. This European coverage has opened up opportunities for Customers who require a dedicated support resource across Europe but still wish to retain a single point of contact in the UK.





“The support from Desktop Network Systems was second to none and we would wholeheartedly recommend them.”

Our commitment to you

At Desktop Network Systems we are committed to providing our Customers with all the necessary tools to successfully promote network support services. Benefiting from years of IT support experience and most importantly listening to the needs of the client, Desktop Network Systems are ideally positioned to assist all types of Customers regardless the technology platform.

IT support services are being increasingly explored as they can significantly increase customer loyalty, provide high-margin sales opportunities, open the door to new contacts and differentiate you from your competitors. Even Customers that provide their own support services often need to call upon support companies such as Desktop Network Systems from time to time to use their specialist technical skills, geographic coverage, short response times and spares resource.

Desktop Network Systems takes great pride in assisting you and will go to great lengths in providing all the areas of support you would come to expect from a leading network services provider.

To completely understand our Customers' support requirements, Desktop Network Systems work closely with them to fully understand what they are trying to achieve. Due to our flexible and responsive approach Desktop Network Systems are able to listen to the needs of our Customers and tailor a solution in a quick and efficient manner.

Building long term relationships with our Customers is very important to Desktop Network Systems as it gives them time to maximise the potential opportunity for both parties. More importantly, it allows the chance to utilise the vast technical knowledge and expertise that is constantly available once they become a valued Desktop Network Systems Customer.



“Downtime is critical to our business and that is why our infrastructure support is in the experienced and trusted hands of Desktop Network Systems.”

Technical assurance

Desktop Network Systems provides professional IT support services across the UK, Ireland and mainland Europe. With an extensive number of experienced engineers all trained in maintaining and installing a wide range of networking equipment, Desktop Network Systems's Customers can be assured of receiving the support necessary to meet their demands.

As a network services provider, Desktop Network Systems provides support across a wide range of vertical markets from finance, legal, construction, retail, government and leisure. Focused totally on the Customer Desktop Network Systems are able to deliver the latest resource, skills, insight and innovation to Customers whatever their business.

Working closely with our Customers enables Desktop Network Systems to specifically cater for their IT support requirements. Industry accreditations and a competitive pricing model allow us to deliver enhanced support services without compromising on quality whilst providing our Customers with a single point of contact.

Certified engineers

All Desktop Network Systems engineers are periodically provided with training on all the leading vendors' products. Desktop Network Systems's network of engineers are made up of Field Engineers, Network Engineers and Senior Consultants offering a wide range of skill sets to cater for a number of scenarios from a simple router install to a complex multi-site network audit.

Working around the clock

No matter which technology, vendor or location the Desktop Network Systems Service Desk is always ready to process Customers requests. This single point of contact approach provides you with a simple and efficient method of logging your call or email, making sure that all issues are resolved in a prompt and professional manner.

Equipment spares

Another fundamental element in the successful implementation of a support contract has to be a dedicated spares resource. In order to meet stringent SLAs, Desktop Network Systems has access to a comprehensive network of spares warehouses so field engineers have the ability to respond quickly and effectively to any fault call or incident.

Location, location, location

The footprint of Desktop Network Systems's engineers spans an area that includes the UK, Ireland and parts of mainland Europe. This is one of the main reasons why Desktop Network Systems is able to accommodate very short SLAs and is recognised as the premier choice support company. Most support companies cannot provide the levels of geographic coverage that Desktop Network Systems can and that is why more and more of them are looking towards trusted, reliable and experienced support providers such as Desktop Network Systems.

Manchester to Milan

As businesses become increasingly global, we see new technologies playing a major factor in making the world a smaller place. The demands to provide network support across these technologies, not only on a national level, but across many continents, are becoming ever more present. This is why Desktop Network Systems has installed a network of dedicated technical resources across UK, Ireland and mainland Europe.

The support infrastructure put in place across Europe by Desktop Network Systems has opened up new opportunities. As long as a support requirement is within Europe, we can now provide pricing on maintenance, installation and other bespoke engineering projects, with the back office support still being provided by the Desktop Network Systems Service Desk back in our HQ. A Service Delivery Manager provides a single point of contact monitoring compliance with the Service Level Agreement (SLA). Through Desktop Network Systems's Service Desk contracts can be managed, incidents raised and technical advice given irrespective of the location within Europe.

Desktop Network Systems is able to scale their business very quickly in response to any demands from their Customers. This approach has enabled Desktop Network Systems to forge long lasting relationships, increase Customer retention and provide dedicated resource. The high level of support Desktop Network Systems can provide across Europe has resulted in discussions on addressing opportunities further afield in areas that include North America, Asia and Australia.



Support

Support infrastructure

Another major addition to the Desktop Network Systems service portfolio is the ability to provide European cover for all our Customers. Coupled with our UK, Ireland and mainland Europe coverage Desktop Network Systems now have one of the most extensive support packages available.

As companies are working in a WAN environment across geographic borders with regional offices, European support is becoming more and more relevant and it is important that we can support these requirements.

This move from Desktop Network Systems illustrates our continuous development of the services we provide and is just one area where we have acted on Customer demands.



“Desktop Network Systems worked closely with us to understand our problem and provided us with a solution that immediately addressed our needs.”

Why partner with Desktop Network Systems?

Through partnering with Desktop Network Systems you can be assured that you will be receiving the very best in IT support services. As a network services provider Desktop Network Systems are committed on working with you and realise the value of that relationship.

With the investment in a purpose built Network Operations Centre, Desktop Network Systems are able to provide a 24/7 Service Desk facility to all our Customers. From here we can proactively monitor networks in real-time, provide technical assistance, process fault calls and provide a 'single point of contact' for all our service contracts.

As well as the UK and Ireland Desktop Network Systems also provide the same high levels of support across mainland Europe. This is once again evidence of how Desktop Network Systems has reacted positively to the needs of Customers who require multi-vendor support services across multi-site locations throughout Europe.

We have built our business around the needs of our Customers, constantly reviewing our service portfolio and ensuring we continue to meet and exceed the requirements outlined by the Customer.

It is no coincidence that a major factor in Desktop Network Systems's success has been the support received from all our Customers. We understand the importance of this support and work very hard in maintaining Customer confidence, loyalty and satisfaction and believe this is why Desktop Network Systems is continuing to become the number one choice for organisations when looking to outsource their IT support services.



Contact us today to find out how Desktop Network Systems can add real value to your business.

Tel: +44 (0) 870 0684750

Email: dns-direct.com

www.dns-direct.com

“Exceeding YOUR expectations.”

Desktop Network Systems Ltd
8 Croydon Road
Nottingham
NG7 3DS

Tel: +44 (0) 870 0684750
Fax: +44 (0) 870 0684749

info@dns-direct.com

www.dns-direct.com