



Wixil Solutions Managed Desktop Services

Services

- Desktop Support Imaging Management.
- Desktop Support Software Patching, Upgrading, Installation.
- Desktop On Site Support.
- Help Desk Support
- New Desktop Installation/Set-up

Support Commitment

- Incident ticket, Service request tracking and complete SLA resolution.
- Desktop, laptop support and corporate mobile device setup.
- Software instantiation which includes Microsoft Windows platform.
- Setup Server, Active Directory, Group Policy, file shares, new OU and user group management for workstations.
- Service request consultation for computer and software purchases.
- Standard desktop, laptop installations as per client approval including Microsoft operating system builds office suite 2016, office 365 for workstations.
- Setup print queue support service for printers including networked work group printers.
- Network Solution support connectivity through network Ethernet jack, wireless network.
- Hardware and Software installation, maintenance, troubleshooting.
- Security for all desktop, laptop, server systems including operating system updates, software updates, virus protection and enterprise backup services.
- Administrator servers, databases, and enterprise application support.

Benefits to your organization can include

- Lower total costs, including operating system and other upgrades.
- Hardware asset management refresh cycles.
- No extra monthly costs
- Reliable desktop, laptop, server support
- Improved life service levels
- Minimal business disruptions.

Wixil Solutions will provide remote desktop support service.

This service can provide users with the required support for a corporate desktop, laptop, server environment. Wixil Solutions will perform remote software patching, end-user help desk and desktop support for a contract base period. That will have included in the services is an initial desktop evergreen request, where we will swap out your old desktop device with a new one.

Note: The cost of the new hardware can be added to the monthly service fee.



Hours of Support:

The Service Desk Team is available to provide support Monday to Friday, 9:00 a.m. – 6:00 p.m. excluding statutory holidays. The Outside of hours of support, service call goes to the pager voice mail, or you can submit a request for support through our client ticketing tool site website or email the support@wixil.com.

Requesting Service Support

Clients are required to contact Wixil Solutions support using the following methods:

- Submit a request for support through the ticketing tool.
- Email to the support team at support@wixil.com
- Call the pager at 416-900-7875

Response Process

During working time hours, our respond to the incident for Bronze ticket is 2 hours. Gold ticket respond 30 minutes. Platinum tickets respond time is 15 minutes with 1-hour resolution. After hours support respond time for Platinum ticket is 1 hour with 4 hours' resolutions.