krome

IT SUPPORT

HELPDESK SERVICES

IT SUPPORT - HELPDESK

Comprehensive helpdesk services, designed to keep your daily business operations running smoothly.

Imagine a world where your business operates at its peak efficiency, users remain productive and systems are up to date and maintained.

In today's fast-paced business environment, technical issues can cause significant disruption, leading to downtime, reduced productivity, and lost revenue.

Our helpdesk service is built to provide proactive and responsive support, ensuring your IT infrastructure stays operational and secure.

Whether you are looking for full IT support or just additional help to supplement your existing IT department, Krome's support services offer the flexibility and expertise your business needs.

Our helpdesk operates as an extension of your team, allowing your business to focus on core activities while we handle your IT issues.

We offer flexible support models, so you can choose the level of support that best suits your organisation's requirements.

From first-line basic troubleshooting to complex third-line technical issues, our expert engineers are on hand to ensure that your IT environment remains reliable and efficient, minimising downtime and maximising your productivity.
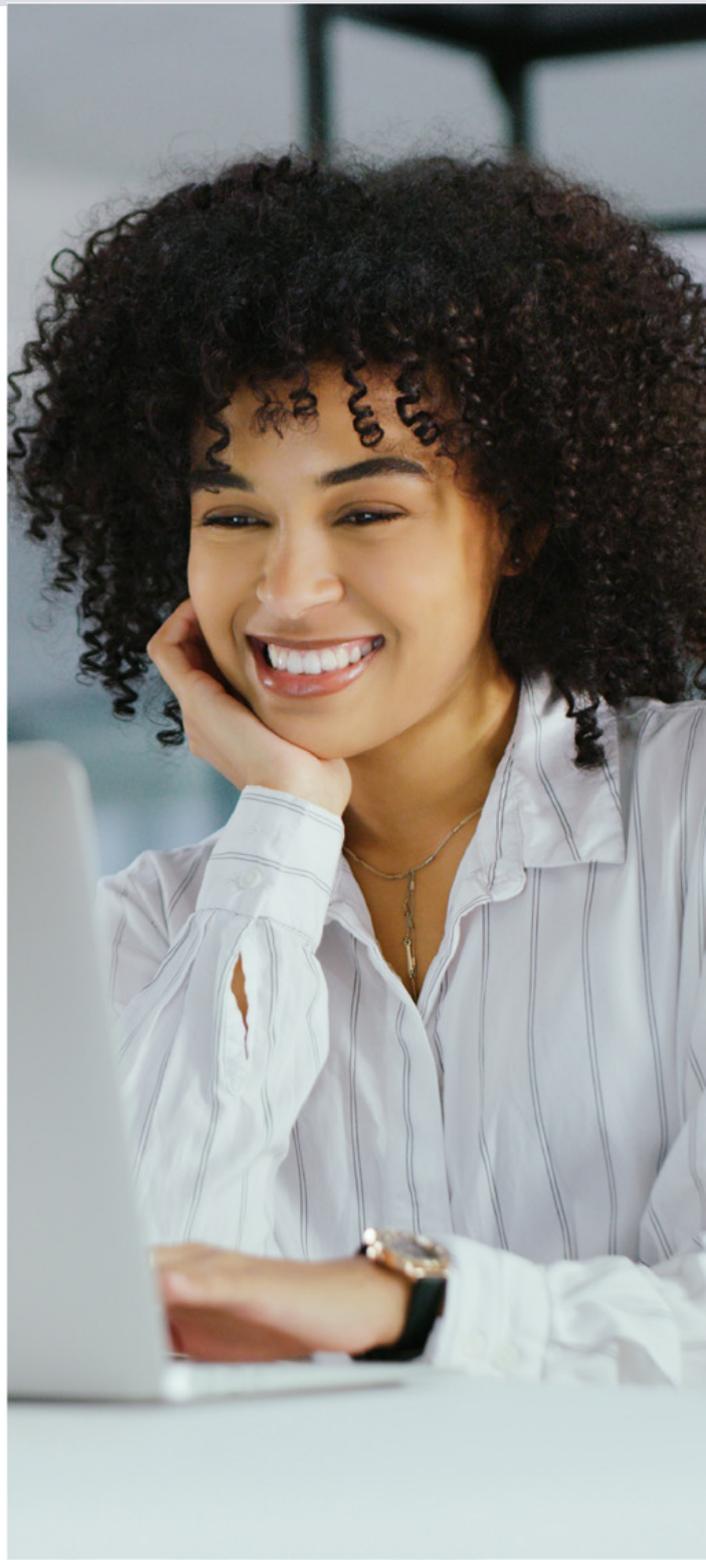
HELPDESK OPTIONS

Standard Support

For businesses requiring standard working hours, our **Standard Helpdesk** operates from **9 AM to 5 PM,** Monday to Friday (Excluding UK Bank Holidays).

This option is ideal for businesses that operate during regular business hours and need dependable support to resolve your routine IT problems.

With our standard support, your team can quickly get back to work whenever an issue arises, knowing they have expert assistance at their disposal.

Enhanced Support

For businesses requiring more extensive coverage, our **Enhanced Helpdesk** offers support from **8 AM to 8 PM,** Monday to Sunday (Excluding UK Bank Holidays).

This option is perfect for companies that operate during extended hours and need some extra coverage beyond the standard 9-5pm working day.

Enhanced support ensures that your IT systems are always up and running, even during weekends and evenings, helping you maintain business continuity.
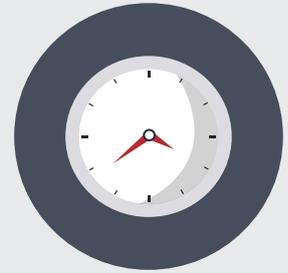
24/7 Coverage

For businesses that operate around the clock, our **Premier Helpdesk** service provides **24 x 7 x 365 "Eyes On Glass"** support, ensuring you are supported at all times.

This option is perfect for companies with global users, or companies that have their own 24x7 operations that need constant coverage.

With 24/7 support, you can rest assured knowing that no matter when an issue arises—whether it's in the middle of the night or on a public holiday—our team is ready to respond, minimising the risk of downtime.

"Krome is a pleasure to work with. Speedy response times, and invaluable technical support at all times."

Customer Feedback

END-USER SUPPORT

Let us handle the complexities of your day-to-day user support, so you can focus on driving forward strategic initiatives.
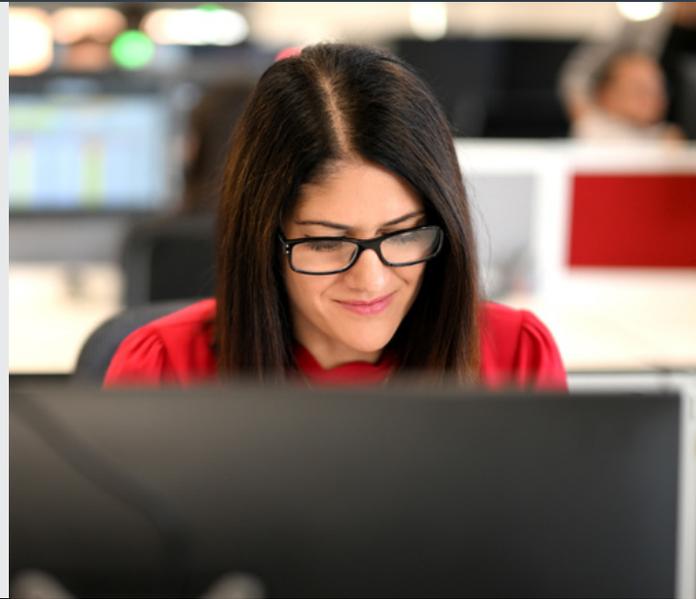
Running a helpdesk is costly and time-consuming, often diverting attention from strategically managing your IT estate.

Our support services are built on a foundation of prompt, reliable support for IT systems and direct assistance for users facing technical difficulties.

By partnering with us for End-User Support, your users will grasp how technology enriches both the business and their roles, rather than viewing it as an obstacle.

Our helpdesk is staffed by experienced professionals ready to provide immediate help with any IT-related issues, minimising downtime and reducing user frustration.

Our UK-based helpdesk is easily accessible by **phone, email,** or through **our ITSM client portal,** ensuring your end users get fast, convenient support whenever they need it.

From password resets, and software queries to hardware problems, we tailor our support to meet the unique needs of each user, enhancing their efficiency and improving satisfaction with IT resources.

We provide monthly service reviews that offer your team a detailed overview of resolved issues. These reviews highlight recurring problems, pinpoint system weaknesses, and identify areas where users may benefit from additional training.

"Krome have always, and continue to, offer an excellent level of service and amazing flexibility. Nothing is too big of a problem and they remain a very valuable partner."

Customer Feedback

INFRASTRUCTURE SUPPORT

Our team of experienced consultants will swiftly resolve your issues and keep your infrastructure running smoothly.

We understand the frustrations that come with troubleshooting multiple systems during IT outages or interruptions.

Our Infrastructure Support Solutions are tailor-made to alleviate these pains, providing you with a dedicated support team to navigate complexities, minimise downtime and ensure seamless operations.

When your IT systems encounter issues, the impact is felt across your entire organisation. Downtime translates to lost productivity, revenue, and customer trust.

Our support model aims to mitigate these risks by offering dedicated assistance via our team of experienced technical consultants to swiftly resolve issues and keep your systems running smoothly.

Standard, Enhanced, Premier 24x7x365 Levels: Choose from a range of support levels tailored to your specific needs, ensuring that critical your systems receive the appropriate level of coverage.

Our team works closely with you to understand your specific infrastructure requirements and devise support agreements that align with your critical systems and business objectives.

Prior to commencing support, we conduct a thorough onboarding interview to gather accurate information about your systems and ensure seamless integration with our support services.

With our Infrastructure Support Service, you can rest assured that your IT environment is in capable hands, allowing you to focus on driving your business forward with confidence.

"I wouldn't hesitate to recommend Krome as a provider. They are consistently excellent in their service delivery and are led by authentic and capable experts."

Customer Feedback

REMOTE & ON-SITE SUPPORT

Remote Support

Our skilled remote support team uses advanced tools to diagnose and resolve a wide range of issues without the need for physical intervention. This service is ideal for businesses with dispersed teams or remote workers, offering real-time assistance to maintain productivity.

From software troubleshooting to network support, our remote services handle issues swiftly with minimal disruption to your operations.

On-Site Support

For more complex issues that require direct, hands-on involvement—such as hardware installations, system upgrades, network configuration, or large-scale troubleshooting—our dedicated team of on-site engineers is readily available.

Our on-site support services provide in-person assistance when remote solutions aren't sufficient, ensuring that physical intervention is delivered promptly and effectively.

We provide a flexible, hybrid support model that offers both remote and on-site services.

By integrating both remote and on-site support, we offer a comprehensive IT support service that can adapt to the changing needs of your business. This flexible service model provides you with the reassurance that, whether your issues can be resolved remotely or require in-person intervention, our expert team is fully equipped to deliver reliable, fast, and effective support.

"Krome has multiple locations and a support team who are able to travel wherever they are needed. This flexibility is vital to organisations with multiple sites and locations."

Customer Feedback

TIERED EXPERTISE

Our tiered support system features first-line, second-line, and third-line engineers, each equipped to handle specific issues swiftly. With our tiered support system, we ensure that all issues, no matter the severity, are handled promptly, by the right level of expertise, keeping disruptions to a minimum.

First-Line Support

Our First-line support team serves as the initial point of contact for all IT issues, handling basic troubleshooting for common technical issues such as password resets, software setup, and connectivity problems. They are responsible for logging tickets, resolving simple issues, and escalating more complex problems to the appropriate teams.
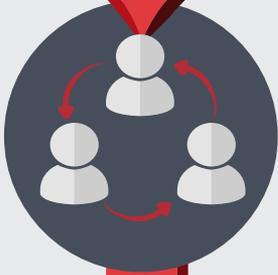
Second-Line Support

Our Second-line support team have more advanced technical knowledge and will tackle more complex issues that first-line cannot resolve, involving deeper troubleshooting for hardware, software, and network problems. They handle system set-ups, configurations, and work closely with our third-line team or vendors for specialised cases.

Third-Line Support

With advanced expertise in IT systems, cybersecurity, and performance optimisation, our Third-line team addresses complex, critical technical problems, performing root cause analysis and implementing long-term solutions. They handle system-wide changes, upgrades and advanced infrastructure tasks, working with our system architects and vendors.

Subject Matter Experts

Our Subject Matter Experts (SMEs) are skilled Technical Consultants with deep knowledge in key specific areas like Backup & DR, Microsoft Cloud, Cybersecurity, Networking, and Virtualisation. They provide advanced guidance, assist with complex configurations, and solve critical IT challenges, ensuring optimal performance and strategic IT value.

"I wouldn't hesitate to recommend Krome as a provider. They are consistently excellent in their service delivery and are led by authentic and capable experts."

Customer Feedback

ENHANCING YOUR OPERATIONS

TAILORED FOR YOUR BUSINESS

We understand that no two businesses are alike. That's why our helpdesk services are fully scalable and flexible, allowing us to tailor our offering to suit the unique needs of your organisation. Whether you need support for a small team or a large enterprise, we can customise our service offering to fit your specific requirements.

PRICING

We offer fixed-price models, so you can easily budget for your IT support without worrying about unexpected costs. Our transparent pricing structure ensures that you only pay for the services you need, with no hidden fees or surprise charges. This helps you maintain control over your IT budget while receiving the highest level of service and support.

SECURITY-FIRST APPROACH

Security is at the heart of everything we do. As part of our helpdesk service, we ensure that all interactions, whether remote or on-site, follow strict security protocols to protect your business data. Our engineers are trained in best practices for cybersecurity, ensuring that any support provided is done with the highest level of security in mind; we take every precaution to safeguard your sensitive information.

MONITORING AND MAINTENANCE

Our helpdesk service is both reactive and proactive. Along with resolving technical issues, we offer proactive monitoring to detect potential problems before they impact your business. Continuous monitoring allows us to identify early signs of system failures, network issues, or security vulnerabilities and resolve them before they escalate.

Through our Managed Services Team, we can provide preventive maintenance like regular software updates, patch management, and system health checks. These proactive measures keep your IT environment secure, stable, and up to date, reducing disruptions and improving system performance.

REPORTING & INSIGHTS

In addition to exceptional support, we deliver clients with valuable insights into their IT environment through monthly management reports. These reports detail issue types, resolution times, and overall system performance, helping you identify trends and make informed decisions about your IT infrastructure, such as areas needing training or potential system upgrades. By offering clear, actionable insights, we help you optimise your IT environment, ensuring your business operates at peak efficiency.

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SERVICE CENTRIC

We're committed to client satisfaction, it's at the heart of everything we deliver.

CLIENT SATISFACTION

Client satisfaction is our top priority. Our helpdesk services are designed to provide you with peace of mind, knowing that your IT environment is in capable hands.

We conduct regular client satisfaction surveys to ensure that we are meeting or exceeding our client's expectations. Over the past decade, we have consistently maintained over 95% client satisfaction, with a large number of our clients recommending our services to others.

Our support team is always available to provide personalised assistance, and we take pride in building long-lasting relationships with our clients. We see ourselves as an extension of your team, working alongside you to ensure your business success.

We are dedicated to delivering tailored technical services and solutions that meet the unique needs and challenges of our clients. Whether you require assistance with IT Support, infrastructure, cloud services, cybersecurity, or managed services, our team is here to help you navigate the complexities of modern technology and achieve your business objectives with confidence.

GET IN TOUCH

For more information on how our helpdesk services can support your business and enhance your IT operations, get in touch with us today.

Our team is ready to help you build a reliable, secure, and efficient IT environment that enables your business to thrive.

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