



WHITE LABEL

24/7 HELPDESK

The outsourced White Label helpdesk of choice for MSPs, software vendors, comms providers, and in-house IT teams.

whitelabelit.com

OUR SERVICES

With a simple subscription model, comprehensive onboarding and a wealth of MSP experience, you can be confident that White Label IT puts your end-users in the safest of hands.

EXPERTISE

We look after thousands of end-users across many verticals, so not only do we offer support across Cloud platforms, local servers and legacy systems, we also understand a whole host of sector-specific packages that your clients rely on - from email and accounting software to CRMs and ERPs.

“White Label IT has been a real game changer for my business”

- MSP Business Owner

SUPPORT

We offer 24/7 white label helpdesk and NOC services, to give your end-users a seamless, transparent support experience, whenever they need it.

24/7 HELPDESK

Our trained engineers are on hand to offer your clients exceptional 1st line and 2nd line support around the clock, so you can offer a truly global 24/7 service.

NETWORK OPERATIONS CENTRE

We can monitor your clients' infrastructure, and provide you with alerts, keeping you fully informed as to the status (and up-time) of the networks you support.

Whether you need Helpdesk or NOC, we provide a fully transparent service, with engineers who can be involved as much, or as little as you'd like with your client networks.

COMMITMENT

“We had been struggling to offer our users genuine 24/7 support, but now we have an affordable

solution that keeps everyone happy”



VALUES

As a Managed Services Provider, we understand your clients' needs and expectations. Our aim is to fit flawlessly into your company culture by upholding your values and levels of service.

We will never rush to roll out any service until we are 100% confident, and you are 100% satisfied that what we're providing is exactly right for you and your clients.

TRUST

Our onboarding process includes thorough training and checks to ensure everything's running smoothly, so you know that you and your end-users are in safe hands.

We charge a one-off setup fee which won't tie you to our service if you're not completely satisfied.

DURING ONBOARDING, WE WILL:

- Learn your systems and processes
- Evaluate your escalation and resolution processes
- Respond to real-time tickets with your team
- Try to adopt your core values for decision making
- Identify and alert you to risk areas which may impact the helpdesk

FLEXIBILITY

Per ticket or per seat, choose what's right for your business.

PRICING

We offer 12-month contracts with month to month pricing flexibility, whether you need a per seat or per ticket model.



PER SEAT

Providing unlimited 24/7 support to every user. Ideal if you support a large number of end-users in the UK or around the world.



PER TICKET

We recommend per ticket if your users have a low requirement or if you're not yet sure of their support level.



Remember, you can always switch to an unlimited per seat model at the end of the month if your end-users require more support.

“We guarantee that we will look for solutions wherever we can - even if that means - you and your users need us less”

Yusuf Yeganeh
MD of White Label IT

DETAIL

As your White Label IT Helpdesk, we'll do everything we can to keep your IT operations running smoothly. Below you'll find out what **is** and **isn't** covered by our standard 24/7 support.

RESTORATION

Our priority as your 24/7 IT Helpdesk is to restore your systems to normal service levels. So, as a general rule, if something isn't working today as it was yesterday, your users can call the Helpdesk and we'll raise a ticket and get to the bottom of it.*

*sometimes fixes are so small that we'll sort out the problem without raising a ticket.

As your customer-facing front line support, you can expect us to:

- Take IT support calls
- Manage 1st & 2nd line ticket flow
- Keep you informed of recurring issues
- Handle user account changes
- Escalate support tickets
- Run diagnostics into tickets

If we find underlying problems or recurring issues, we will advise you on fixes and project work. Of course, we can help with projects too, but they won't fall under our helpdesk service.

White Label Support doesn't cover issues and requests such as:

- Customer onboarding
- Sourcing & rolling out software
- Large scale projects
- High-level client discussions
- Hardware sourcing & installation

TICKET OR PROJECT?

When you sign up to a White Label service, you want to know where IT support begins and ends, so we've laid out three example scenarios to help you understand:

- When we take action
- When we advise on action
- When fixes aren't within our remit

TICKET



A user is unable to connect to a company printer. We raise a ticket and look to resolve the issue within an hour, with a workaround where possible and appropriate.

ADVICE



After investigating a user's login issues, we find that a server needs significant configuration changes, so we contact you with advice on the appropriate action.

NO ACTION



Our NOC gets a non-critical alert that you need to increase your disk space. As your in-house team will also get this alert in plenty of time, we take no action.





PROGRESS

White Label IT clients know that our priority is to reduce their support need and save them money through exceptional service and attention to detail.

CONSTANT IMPROVEMENT

We use **your** RMM and PSA, along with our own internal reporting systems, and PSA, to keep track of our service, and find improvements and efficiencies wherever possible.

That means that if we're noticing a lot of calls around one piece of software, for example, or a recurring problem, we might recommend training or fixes that will reduce your support requirement.

We are motivated by fixing problems, not by ever increasing tickets and helpdesk calls.

We guarantee that we will look for solutions wherever we can - even if that means you and your users need us less.

WHAT NEXT?

We understand just how valuable reputation is - we've built ours over many years - and we are dedicated to helping yours continue to grow too.

If our White Label offering sounds like it could help your business, call or email to tell us more about your IT Support requirements.

Microsoft
Partner

Gold Cloud Productivity
Gold Cloud Platform
Gold Small and Midmarket Cloud Solutions
Silver Collaboration and Content