Desktop and user support

Modern Networks is just a phone call or email away. Our team can offer you a range of expertise.

Our Desktop and User Support service includes all the necessary tools and expertise to provide your staff with comprehensive IT support. The service includes a range of asset management, security and backup tools that together ensure your corporate devices are always operating efficiently. We also take care of all necessary Microsoft 365 licensing and support ensuring your organisation obtains best business value from the service.

Benefits include:

End-to-end support: Our service is centred around supporting the user as well as their devices, putting staff productivity at the heart of the service.

Remote or onsite: Our expert service desk and field engineering teams give us the flexibility to offer both instant remote supports, or rapid onsite support if we can't fix the issue remotely.

Meet compliance standards: Our service will assist in achieving compliance standards like Cyber Essentials, by keeping your devices secure and up to date.

Internet line monitoring: Whether we provide your internet or not, we'll monitor the status of your office internet connection so we can quickly and effectively assist in bringing the service back up.

Out of hours support: Modern Networks offer support 24/7/365 on business-critical incidents maximising your business productivity.

Service features:

Service Desk – Get support via telephone, email or with an onsite engineer 10 hours 5 days a week. The service desk will handle incidents, service requests, problems, changes, or information requests.

Out-of-Hours Support – Technical support outside normal business hours. Modern Networks will respond to critical incidents within 30 minutes or less.

Desktop RMM – Remote Monitoring and Management (RMM) provides set of tolls which will manage, monitor, and control the deployment of the latest operating system patches on all managed customer desktops.

Basic Network Support – Modern Networks will provide support on office internet services whether provided by Modern Networks or a 3rd party. We will also offer limited support on a basic network which is essential to the distribution of internet services.

Desktop Anti-virus – Anti-virus tools are deployed and managed by Modern Networks on all managed customer desktops.

Desktop Web Content Filtering – Security tools which block web content which is deemed offensive or dangerous on all managed customer desktops.

Desktop and Microsoft 365 Backup – Backup tools are deployed and managed by Modern Networks on all managed customer desktops. Microsoft 365 backup tools are also included which will protect SharePoint, OneDrive for Business, Outlook, and Teams customer data.

Price	Monthly
Desktop and User Support	£85

About Modern Networks

Modern Networks provides IT, telephone and broadband services to the UK's commercial property sector and medium-sized enterprises. The company currently provides IT managed services to over 2,000 sites including science parks, innovation centres and industrial parks. We understand the needs of growing organisations and are committed to providing connectivity designed to meet your specific requirements. That's why over 700 businesses on 40+ parks choose to work with us. Modern Networks is an active member of the UK Science Park Association (UKSPA), and is the only UK internet service provider to offer access to the Joint Academic NETwork (JANET), run by Jisc.

Some of our clients include:

Ashe Construction	Civil Nuclear Constabulary
Avison Young	DS Virgin Racing
CBRE	DuPont
CEG	Illumina
Cushman & Wakefield	Lotus Silverstone
Fire Brigades Union	Motorsport Games
JLL	RBB Economics
JT	Rolls Royce Submarines
Knight Frank	St John's College
MAPP	Toyota Motor Europe
Savills	TWI

Client science parks and innovation centres:

Babraham Research Campus

Bristol and Bath Science Park

Chesterford Research Park

Culham Science Centre

Granta Park

Hillington Park

Lincoln Science Park

MIRA Technology Park

Norwich Research Park

St John's Innovation Centre

Silverstone Park

University of Nottingham Innovation Park

what our customers say:

"The broadband connection that has been installed enables us to provide companies with a level of service that is appropriate for high tech businesses which means companies can deliver services to their clients quickly, efficiently, and securely."

Roz Bird, Silverstone Park

"Modern Networks has an excellent understanding of our business and our tenants' requirements. They have often been proactive in suggesting ways that we can improve and update our systems to ensure we retain a competitive edge as technology advances."

David Gill, St John's Innovation Centre

"The new broadband connection has made a significant difference to our working practices and we have been very happy with the service provided by Modern Networks. The contractual arrangements, initial installation and set-up was quick, efficient and with no apparent interruption to our business. We would have no hesitation in recommending Modern Networks to prospective customers."

Croft Ltd, Culham Science Centre

"Modern Networks value their customers, not only by providing a professional and personable service, but also by demonstrating how they can offer real commercial benefits to both ourselves and our tenants."

Katherine Maguire, Chesterford Research Park

Your Account Manager

Jon Stevenson is your account manager at Silverstone Park. You can contact him on **jstevenson@modern-networks.co.uk** for a quote and to arrange delivery.