

GP practices

# NHS DIGITAL ACCREDITED SERVICE DESK



NHS Digital accredited Service Desk provides fast and reliable solutions to user problems achieving 96% positive feedback

*“Our proactive monitoring gives our clients peace of mind by improving business continuity, reducing down time and reducing their day-to-day support costs.”*

## Service Description

Providing users with a single point of contact for all NHS and GP IT – our Service Desk will triage and manage incidents, problems and questions for users.

We support NHS national applications and GP IT software and are accustomed to dealing with all NHS software, hardware suppliers and support teams. We understand the importance of a central interface for IT-related calls to improve management control and measure performance. Our remote dial-in facility enables us to achieve a 70% resolution figure, reducing the need for onsite visits and thus reducing costs. Our highly qualified team of Service Desk Engineers carry out a range of activities, from logging incidents, acting as first line support and triaging calls.

NHS Digital accredited with N3 connections for user initiated remote support over N3 providing users with instant access to the help they need. Our IT service is built around the ITIL framework and we are ISO 9001:2008

registered as part of our continuing investment to service improvement and quality standards.

We offer service management reports, reviews and defined escalation routes and we are able to offer better call resolution SLAs than are recommended nationally in the NHS. Our portal enables customers to log, track and close incidents providing complete visibility. We will happily liaise between yourself and third parties to manage the call and get problems fixed quickly. Our unique willingness and ability to support non-standardised environments has given us the leading edge as a specialist primary care IT solutions supplier.



**Richard Hiatt,**  
Head of Service at Healthcare  
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Healthcare Computing  
Your trusted NHS IT partner

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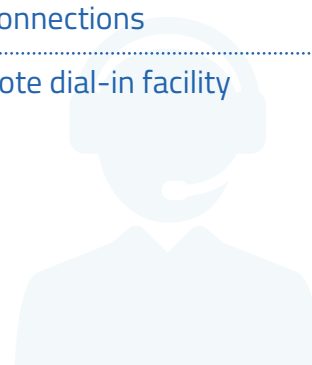
## Benefits:

- ✓ Cost effective pricing model
- ✓ 96% positive feedback
- ✓ 99% SLA performance
- ✓ 50% first time fix
- ✓ Remote N3 desktop access
- ✓ Incident and SLA reporting



## Features:

- ✓ ISO 9001:2008
- ✓ NHS Digital accredited
- ✓ ITIL framework
- ✓ N3 connections
- ✓ Remote dial-in facility



Healthcare Computing is a specialist provider of NHS IT Infrastructure and Support services, supporting NHS organisations to improve digital maturity and patient care.

With over 20 years' experience of NHS IT we work in partnership with our customers providing specialist NHS IT Services and Solutions to GP practices, CCGs, CSUs & local health economies.

## Find out how Healthcare Computing can make a positive difference to you?

Visit [healthcarecomputing.co.uk](http://healthcarecomputing.co.uk) for further information or call **0845 0346344** to speak to one of our team members.