



Managed Workstation and Helpdesk Solution Brief

Managed Workstation and Helpdesk

Our Managed Service teams specialize in helping you manage your end user systems across desktops, laptops, tablets, and mobile devices.

Through our proactive management we work with you to ensure your users are patched with the latest updates, while resolving end user issues before they impact your organization.

Our global managed services scope includes workstation patch management, MDM and Endpoint management configurations combined with help desk services for Check Point products and Microsoft based Applications.



Comprehensive Scope Coverage

1

Continuous Monitoring and
Management of End User Systems

2

Workstation Patch Management

3

MDM and Endpoint Management

Managed Workstation and Helpdesk

Delivery

Upon onboarding, our managed services team collaborates closely with your internal teams to understand your unique requirements and seamlessly integrate our solutions into your existing infrastructure.

Our weekly engagement ensures ongoing support, with our experts providing real-time updates on system performance, security status, and any potential enhancements. This proactive collaboration allows us to address emerging needs promptly and fine-tune our services to align with evolving business goals.

Our teams not only address immediate concerns but also provide insightful recommendations for future enhancements, ensuring your IT infrastructure remains cutting-edge and adaptable to the ever-changing technological landscape.

Proactive System Optimization

Continuous monitoring and management of desktops, laptops, tablets, and mobile devices to identify and resolve issues before they impact operations. Guaranteed system optimization through proactive measures, ensuring peak performance.

Cutting-Edge Security Assurance

Up-to-date software and security patches to safeguard against evolving cyber threats. Certified IT engineers dedicated to fortifying your systems and providing a secure environment for your business operations.

Ongoing Monitoring and Maintenance

Continuous support beyond implementation, with monitoring and maintenance services to uphold peak efficiency. Swift identification and resolution of potential issues, minimizing downtime and disruptions to your business operations.

Dedicated Troubleshooting Services

Skilled helpdesk engineers equipped to troubleshoot and resolve issues promptly.

Managed Services

CPTS-MSS-IT-Workstation-1Y

Managed Workstations and Help Desk - per user, for 1 year

Learn more about [Infinity Global Services](#)