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Our MSP Services

A short guide to AtLink's Services for Managed Service Providers

Introduction

Welcome to AtLink, where our expanding team of technical experts is dedicated to empowering your business. With a robust network of MSP partners and a global footprint encompassing thousands of users and devices, we are equipped to elevate your business operations while ensuring exceptional service levels.

This brochure outlines our comprehensive services and provides answers to frequently asked questions. For any additional queries, simply scan the provided QR code and complete our form. Our team is ready to assist and guide you towards achieving your business goals.

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Dedicated Tech

Remote-based Dedicated Technical engineers that work full-time for your MSP business as though they are remote employees.

Finding, recruiting and retaining the right talent is an ongoing challenge for MSPs globally. AtLink's Dedicated Tech solution allows you to choose the right people at the right time, selected to your exact specification.

AtLink can help you build a team of technical experts to grow your business and increase your profitability.R

Benefits

- AtLink managed, partner-controlled resources
- 100% dedicated resource without the stress of hiring
- Enhance your existing NOC, service desk or project teams
- Gain access to AtLink's talent pool of highly skilled technical experts

Capabilities

- Troubleshoot and issue resolution
- Remote device monitoring, management & remediation
- Out of hours technical team
- Level 1, 2, 3 and team manager skill sets

Network Operations Centre (NOC)

We designed our remote device monitoring, management and remediation to help support your customers and scale your MSP.

As an MSP, you know that even a minor disruption to your client's IT network can have a considerable impact. AtLink's NOC continuously monitors and maintains your and your client's IT infrastructure, ensuring stability, security and functionality.

A capable and well-equipped NOC is essential for a successful MSP business. Our white-labelled 24/7 NOC allows you to expand your service offering. In addition, it takes the service delivery pressure of your technical engineers. AtLink's NOC team of highly skilled second and third-line engineers will be on hand day and night, 365 days a year.

Benefits

- Extend your capabilities for a fixed monthly cost
- Additional skill set that operates 24/7/365
- Ensure your service levels remain high and customers happy
- Free up internal MSP resources to win more business

Capabilities

- Remote device monitoring, management & remediation
- Troubleshoot and issue resolution
- Software updates and installations
- White noise filtering
- Managed anti-virus
- RMM monitoring and management

Service Desk

End-user technical support directly to your clients, troubleshooting issues reported by them until the issue has been resolved.

At AtLink, we understand that your Service Desk is the heart of your organization. Your service desk interacts with your clients daily, so ensuring you have the right technical team is vital. A capable and well-equipped Service Desk is essential for a successful MSP business. Our Service Desk consists of highly trained and qualified technical engineers that provide 24/7 service. We aim to get your clients up and running as quickly as possible.

Benefits

- Our Service Desk acts as an extension of your business
- Highly skilled technical engineers that operate 24/7/365
- Ensure your service levels remain high and clients happy
- Tailor our solution to match your client's specific requirements

Capabilities

- Call escalation and password resets
- Third-party vendor coordination and management
- Software updates and installations
- User account creation

Project Services

Expand the services you offer clients by tapping into our range of specialist skills to plug expertise and resource gaps.

AtLink can help you complete more projects more quickly and make project backlog a thing of the past. Use our resources to ramp up the number of projects you can handle at any one time.

Benefits

- Make project backlog a thing of the past
- We invest in skilled technical engineers, so you don't have to
- Win more business by increasing the projects you offer
- Projects that come in on time and within budget

Capabilities

- Back-up software deployment
- User profile migration
- Office 365-related tasks
- Server deployment and migration
- Microsoft Intune setup & configuration

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For more information please visit **www.atlinkit.com** or scan the QR code.

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