



Recruitment & Staffing

The Right Team



What is the difference:

- Site Aware and Accredited Engineers and Service Specialists.
- You pay for the support you need when you need it.
- Fixed costs.
- Our business focus is operational service – without the overheads.

What is included:

- Ability to raise tailored support when you need it.
- Staffing Consultancy Audit conducted on site.
- Tailored ongoing plans to meet your needs.
- Comprehensive attendance reports.
- Dedicated highly experienced service management.

TURNKEY SOLUTIONS

For more information on any of our products or services please visit us on the Web at:

www.unified-support.co.uk
info@unified-support.co.uk
 tel. +447780601550

Do you have the right people in place with the correct skillsets in the best locations ready to provide world class support? Do they work well as a team adhering to existing standards or is there room for improvement? Can efficiencies be made? Does churn and recruitment seem high?

The recruitment, management and development of a team can prove to be a challenge, staff often cannot see the bigger picture, are not hungry for change or simply do not understand their value to an organization.

Unified-Support can provide structured recruitment, assessment, and development to your existing team, onboard a new team or make subtle changes within to enable progression and success securing the best candidates. Our services can cover the full staffing life cycle of new or existing support teams, we can provide unbiased professional advice from years of experience and deliver a true managed service.

At Unified-Support we think differently, our ethos is to charge for support as you need it when you need it, tailored to your needs – you get enhanced support at a fraction of the traditional cost.

How does it work?

- Unified-Support collaborate with you to build an agreed output program in advance to ensure we meet your needs. We have the experience to operationally review your current support lines and technology delivery.
- Unified-Support dispatch a specialist team to your location when you need it and conduct a full needs analysis. Seeking and utilizing input from existing teams, end users and technology specialists, reviewing all existing sources of service delivery and support data with an aim to capture existing and predicted future needs with a thorough understanding of our client.
- Development plans and ongoing tracking metrics are built to our mutually agreed standards putting forward recommendations and improvement roadmap based upon experience, tailored to our client’s environment. We can help with change decisions to ensure embedded, functional, efficient support from day one of

SERVICES AVAILABLE

- Technical Support
- Maintenance
- Hardware Support
- Solution Consultancy
- Support Consultancy
- End User Training

Why make technology expensive and difficult to maintain? Unified-Support are here to help, with over 50 Years’ experience in the Technology Support sector we aim to make a difference.