

# Desktop Services – Data Sheet



## Service Overview

Desktop systems are crucial for modern businesses, making efficient and reliable services essential.

Our desktop services are designed to guide you through the selection and setup of the perfect desktop environment tailored to your needs. Whether you are choosing between Windows and Ubuntu Linux, need specific applications, or require deployment services, we have you covered.

## Service Objectives

Our goal is to provide comprehensive consultation on selecting the right operating system, ensuring the installation of necessary applications, offering Linux alternatives where needed, and deploying services seamlessly to enhance your productivity.

## Operating System Options



### Ubuntu

Ubuntu Linux offers a free, open-source alternative with strong security features, flexibility, and a supportive community. Suitable for users who prioritize security, customization, and cost-effectiveness.



### Windows

Windows is known for its user-friendly interface, extensive software compatibility, and robust support network. Ideal for users who require compatibility with a wide range of applications and prefer a familiar environment.

### Advantages

- **Cost Effectiveness**
- **Security**
- **Customization**
- **Stability & Performance**

- **Familiar User Interface**
- **Hardware Support**
- **Software Compatibility**
- **Integration**

Choosing the right OS depends on several factors, including performance requirements, software compatibility, user preference, and security considerations. Our experts will help you evaluate these factors to make an informed decision.

## Service Deliverables

<b>Requirements Gathering</b>	<p>Understanding the customer requirements and objectives. This includes:</p> <ul style="list-style-type: none"> <li>• Conducting interviews with key stakeholders to understand their requirements.</li> <li>• Assessing current systems and identifying any gaps or challenges.</li> <li>• Documenting your specific needs for software, hardware, and security.</li> </ul>
<b>Operating System Evaluation</b>	<p>Selecting the most suitable operating system based on the gathered requirements:</p> <ul style="list-style-type: none"> <li>• Comparing the features and benefits of Windows and Ubuntu Linux.</li> <li>• Evaluating factors such as performance, software compatibility, user preference, and security.</li> <li>• Providing a detailed recommendation report to help you make an informed decision.</li> </ul>
<b>Application/Software Evaluation</b>	<p>Assist in selecting the right applications and software for your business needs:</p> <ul style="list-style-type: none"> <li>• Identifying essential productivity, creative, development, and communication tools.</li> <li>• Recommending popular applications for both Windows and Ubuntu Linux.</li> <li>• Offering alternative applications for Linux if specific Windows software is not available.</li> <li>• Ensuring all selected software meets your operational requirements and enhances productivity.</li> </ul>
<b>Deployment &amp; Testing</b>	<p>Deployment and testing<sup>1</sup>:</p> <ul style="list-style-type: none"> <li>• Installing and configuring the chosen operating system.</li> <li>• Setting up and configuring all required applications and software.</li> <li>• Implementing necessary security measures and configurations.</li> <li>• Testing the setup to ensure everything is functioning correctly.</li> <li>• Providing documentation and knowledge transfer to ensure users can effectively utilize the new system.</li> </ul>

<sup>1</sup> The number of deployed systems will be contingent upon the quantity specified in the order.

## Desktop Solution Packages

	Pure Desktop Basic	Pure Desktop Standard	Pure Desktop Premium
Number of Desktop Operating Systems	5	10	25

## Support

We offer comprehensive support to ensure your desktop environment remains efficient and reliable:

- Providing ongoing technical support and troubleshooting.
- Offering maintenance plans to keep your systems updated and secure.
- Conducting regular system health checks and performance optimizations.
- Providing user training and support to help users adapt to new systems and applications.
- Ensuring a smooth and continuous operation with minimal downtime.

**Note:** Support services are available for additional purchase upon request.

## Managed Services

Our Managed Services provide comprehensive IT support, freeing your resources to focus on core business activities. We handle everything from proactive monitoring and maintenance to 24/7 support, ensuring your systems run smoothly and securely. Every business has unique IT needs, which is why we offer two flexible options for Managed Services:

NBD Remote Managed Services	On-Site Managed Services
Next-Business Day (NBD) Remote Managed Services offer flexible, hassle-free IT support for small to medium businesses. Pay monthly and cancel anytime, with guaranteed next-business-day completion of requests. Remote support capabilities often allow same-day task completion, minimizing downtime and maximizing productivity.	On-Site Managed Services offer dedicated IT professionals at your location for hands-on support, ensuring prompt and effective handling of your IT needs. This option requires a contract commitment but provides personalized, on-site maintenance, troubleshooting, and project assistance to keep your business running smoothly.
Key Benefits	
<b>Flexibility:</b> No long-term contract commitment is required, which allows for scalability and cost-effectiveness, with monthly payments and the freedom to cancel at any time.	<b>Dedicated Resource:</b> Having a skilled IT professional on-site provides immediate access to manage/support the environment, ensuring timely resolution of issues and personalized assistance.
<b>Rapid Response:</b> Guaranteed next-business-day resolution ensures prompt addressing of required tasks and issues, while many	<b>Proactive Monitoring:</b> On-site presence allows for proactive monitoring and maintenance, identifying and addressing potential issues before they escalate, minimizing disruptions.

task/problems can be completed in the same day, minimizing downtime.

**Managed Services with Remote Support:** Comprehensive managed services include remote support capabilities, enabling efficient troubleshooting and issue resolution from afar.

**Tailored Solutions:** With a contractual commitment, clients receive personalized attention and solutions, tailored to their unique business needs and objectives.

**Note:** Managed services are available for additional purchase upon request.