



**INFRA TEAM**

**Desktop & End-User Support**

# Desktop & End-User Support

## Overview

Small and medium businesses often lack a dedicated IT department, yet their teams depend on reliable laptops, desktops, and peripherals to stay productive. Even small issues — like a slow laptop, printer errors, or email problems — can lead to hours of downtime and lost revenue.

InfraTeam provides quick and efficient end-user support, both remote and onsite, to keep your staff working without interruption.

## Services We Provide

### Device Troubleshooting & Optimization

- Slow PC performance (low disk space, high CPU/memory usage)
- Blue screen errors (BSOD)
- Windows & application crashes
- Laptop overheating issues
- Startup failures

### Software & System Support

- Microsoft Office installation & troubleshooting
- Microsoft 365 (Outlook, Teams, OneDrive, SharePoint)
- Operating system upgrades & patching
- Antivirus installation and malware removal
- License & subscription management

### Hardware & Peripheral Support

- Printer installation & troubleshooting (drivers, network setup)
- Scanner & multifunction device setup
- External monitor and docking station issues
- Keyboard, mouse, and USB device troubleshooting
- Hardware upgrades (RAM, SSD, battery replacements)

### Network & Connectivity

- Wi-Fi setup and troubleshooting
- LAN cable & switch connections
- VPN setup for remote workers
- Internet connectivity checks

### User Account & Access Management

- Password resets & account lockouts
- Email configuration (desktop & mobile)
- Active Directory user account support
- Shared folder and printer access

## Backup & Data Recovery (End-user Level)

- File backup setup (OneDrive, external drives, Azure)
- Data recovery from corrupted drives or accidental deletion
- Cloud sync troubleshooting

## Security & Compliance

- Endpoint antivirus & antimalware solutions
- Disk encryption (BitLocker)
- Email phishing awareness and training
- Policy enforcement (screen lock, password rules)

## Proactive Maintenance & Monitoring

- Scheduled health checks for laptops & desktops
- Patch management (OS & 3rd-party apps)
- Disk cleanup & defragmentation
- Performance monitoring (using RMM tools if required)

## Examples of Common Issues We Solve

- Laptop showing 'Low Disk Space'
- User can't connect to Wi-Fi
- Outlook not syncing with mailbox
- Printer not printing or showing offline
- Laptop won't start after update
- PC infected with a virus or ransomware
- Forgotten password or locked account
- Video conferencing issues (Teams/Zoom)

## Benefits of Desktop & End-User Support

- Reduced Downtime – Fast resolution of everyday issues.
- Improved Security – Antivirus, updates, and endpoint protection.
- Better Productivity – Users stay focused on work, not IT problems.
- Affordable IT Support – No need for a full in-house IT team.
- Scalable – Support packages for growing businesses.

### Pros & Cons of Outsourced End-User Support

#### Pros

- Lower cost vs hiring in-house IT
- Access to skilled engineers
- Flexible (remote & onsite)
- Scalable with your team size

#### Cons

- May require SLAs to ensure quick response times
- Remote support can't solve every hardware issue
- Staff adoption of ticketing system may take time
- Requires reliable internet for remote support

## Pricing Models

- Pay-As-You-Go: **R690/hour** (remote), **R1035/hour** (onsite).

Monthly Support Plans:

- Basic (up to 5 users): **R4 025/month**
- Standard (6–15 users): **R8 625/month**
- Enterprise (15+ users): Custom pricing

Note: All prices are VAT inclusive

## Frequently Asked Questions (FAQs)

### How quickly can you respond to an issue?

Remote support is typically within 30–60 minutes, and onsite visits within 4–8 hours (depending on SLA).

### Can you support remote employees?

Yes, we provide remote assistance for laptops, VPNs, and collaboration tools.

### Do you support Mac users as well?

Yes, we support both Windows and macOS environments.

### Can you monitor PCs proactively?

Yes, with optional Remote Monitoring & Management (RMM) tools.

### What happens if hardware fails?

We troubleshoot and advise on replacement; we can also assist with procurement and setup.

Thank you. 😊