



ATM launches IT helpdesk

ATM Technology Management, the UK nationwide provider of help desk and managed services, has launched its Remote Service Desk (RSD) aimed at supporting IT departments within SMEs, and corporates.

By implementing RSD, organisations can realise immediate ROI benefits through more robust and reliable systems, advanced fault-fixing capabilities, automated support and more dynamic utilisation of their IT infrastructure.

RSD uses advanced system monitoring and management software, coupled with traditional IT support and maintenance services, to deliver a safe and secure mechanism for the management of network infrastructure, applications, servers and desktops.

“The launch of RSD represents a major step into the emerging field of highly automated computing

systems which are self-healing, self-configuring and self-protecting,” said ATM sales and marketing director Neale Stidolph.

“According to research in most cases issues take 80 per cent of the time to diagnose and only 20 per cent of the time to fix. With this in mind, our goal is to remove the system complexities and make IT simpler for businesses to operate. For only 30 pence per hour per server, organisations stand to gain a performance edge and a very attractive return on investment.”

The proactive diagnostic nature of RSD means that any faults can be identified and resolved automatically in a manner invisible to the user. This feature assures the integrity of business critical applications, minimises downtime and eliminates any added costs or delays of on-site visits.