



# The Circadian Helpdesk

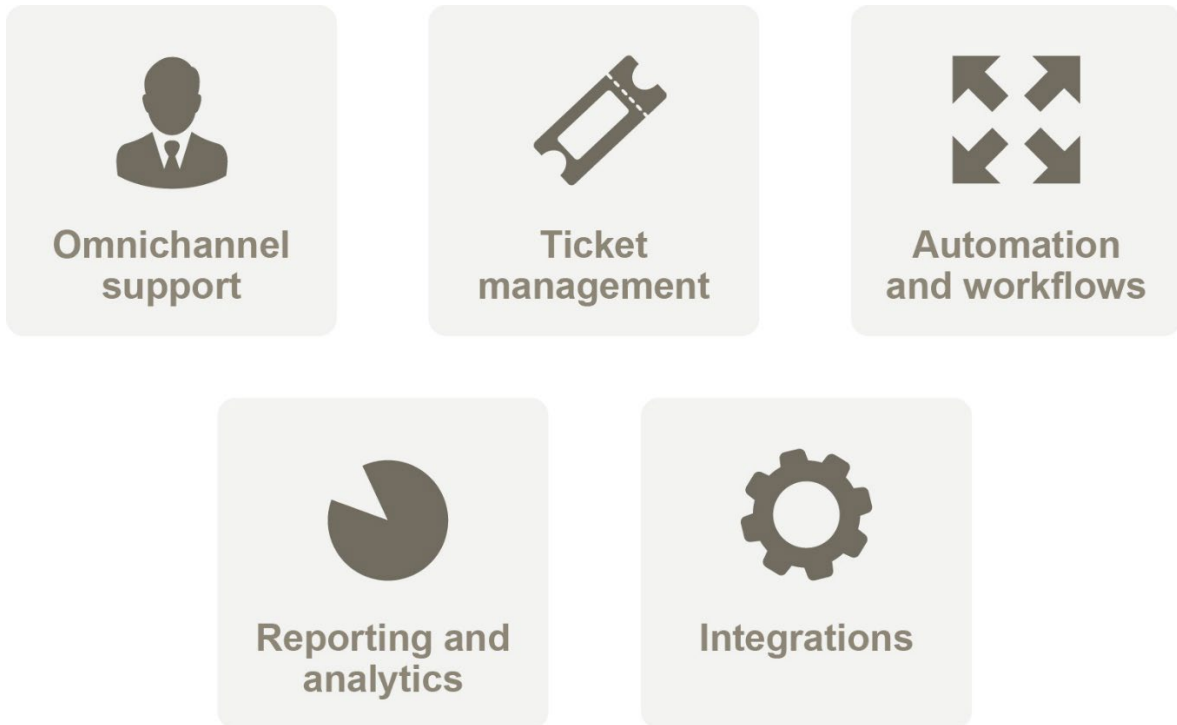
Bespoke support for your Intelliflo Office.

Release Date: **31 May 2024**



## Helpdesk Project Objective

To establish and maintain an efficient, customer-centric IT helpdesk in the UK, delivering prompt, reliable technical support to internal users, thereby enhancing productivity, minimizing downtime, and fostering a culture of technological proficiency within the organisation.



“Steve is by far the best and most helpful/supportive member of staff I’ve come across, a real genuine asset”.

## Service Features

Target Features	Service Description
<b>Proactive Problem Management</b>	Isolate problems, link it to existing or past incidents, perform root cause analysis of the timeline of events, and minimize disruptions to the business.
<b>Real time helpdesk</b>	A direct phone line and email address into the helpdesk team to be able to review your query and provide solutions in real time.
<b>Deliver Hassle-free service</b>	Focus on work that affects your bottom line and automate your processes. Get started instantly with a modern, intuitive helpdesk service.
<b>Streamline Ticketing Process</b>	An intuitive system for request submission, classification, and assignment. Automation for quick triaging, tickets assigned to appropriate personnel efficiently, ensuring transparent communication channels for status updates.
<b>Experienced Consultants</b>	Experience of working on the Intelliflo Office system, across a variety of different company structures. Combining expertise with empathy, a service that ensures clients feel valued, understood and confident in the support provided.
<b>Multiple SLA Policies</b>	Varied SLA policies tailored to different business hours and ticket categories to ensure timely resolution of tasks. This includes setting specific deadlines aligned with business needs and ticket priorities. Such customization optimizes efficiency, improves service delivery, and enhances overall customer satisfaction.
<b>Professional and approachable</b>	Expertise delivers with warmth and accessibility. It entails knowledgeable assistance presented in a friendly manner, fostering trust and ease of interaction.

“Very knowledgeable and was able to answer my query whilst also picking up other areas that need to be addressed to save on a future issue”.

## Helpdesk Service Cost

Service	Rate (All prices subject to VAT)
Pay as you go	£55 per hour
Custom	Custom quotes are provided after assessing specific business needs.

A helpdesk fair usage policy outlines acceptable limits for using a service or resource, preventing overusing while ensuring equitable access for all users. It sets guidelines on usage thresholds, prohibitions on misuse, and consequences for violating terms, fostering a balanced and sustainable user experience.

## Configuration

We can also provide ad-hoc online training, consultancy and configuration to assist you with getting the best from your back-office system, areas including:

- ✓ Fee Models
- ✓ Compliance (file checking configuration), Lifecycles, Adviser Configuration and Risk
- ✓ Dashboards / Widgets
- ✓ Deletion Rights / User permissions
- ✓ Integrations
- ✓ Service Cases
- ✓ Task Management
- ✓ Workflows

“Steve is always 1<sup>st</sup> class, if it’s not his “bag” he gets you to the right person that does know, he follows up and checks that everything is resolved”.

## Consultancy Service Costs

Service	Rate (All prices subject to VAT)
Consultant Day Rate	£450 per day
Online Training	£200 per session (Up To 4 Attendees)
Ad-hoc project work	£POA

We aim to keep our pricing structure as simple and transparent as possible and make every effort to keep additional costs down. Non remote consultancy days will incur standard travel expenses.

A consultancy day will cover a 7-hour working day with the client.

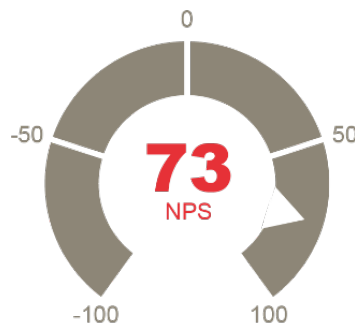
*Please Note:* Some project reviews may require an overnight auto-match process and, therefore, may be split across more than one day. Circadian will use its reasonable endeavours to ensure that the agreed service standards are exceeded in the normal course of its business.

“Circadian have helped us for a few years reconciling our fees and are always very efficient each month. They have also helped us with issues we have had along the way, always happy to help and quick to respond. Don't know what we would have done without them. We would highly recommend their services.”

**Karen Anderson, Blackbear Financial Group Ltd.**

### How likely is it that you would recommend Circadian to a friend or colleague?

Answered: 22  
Skipped: 1



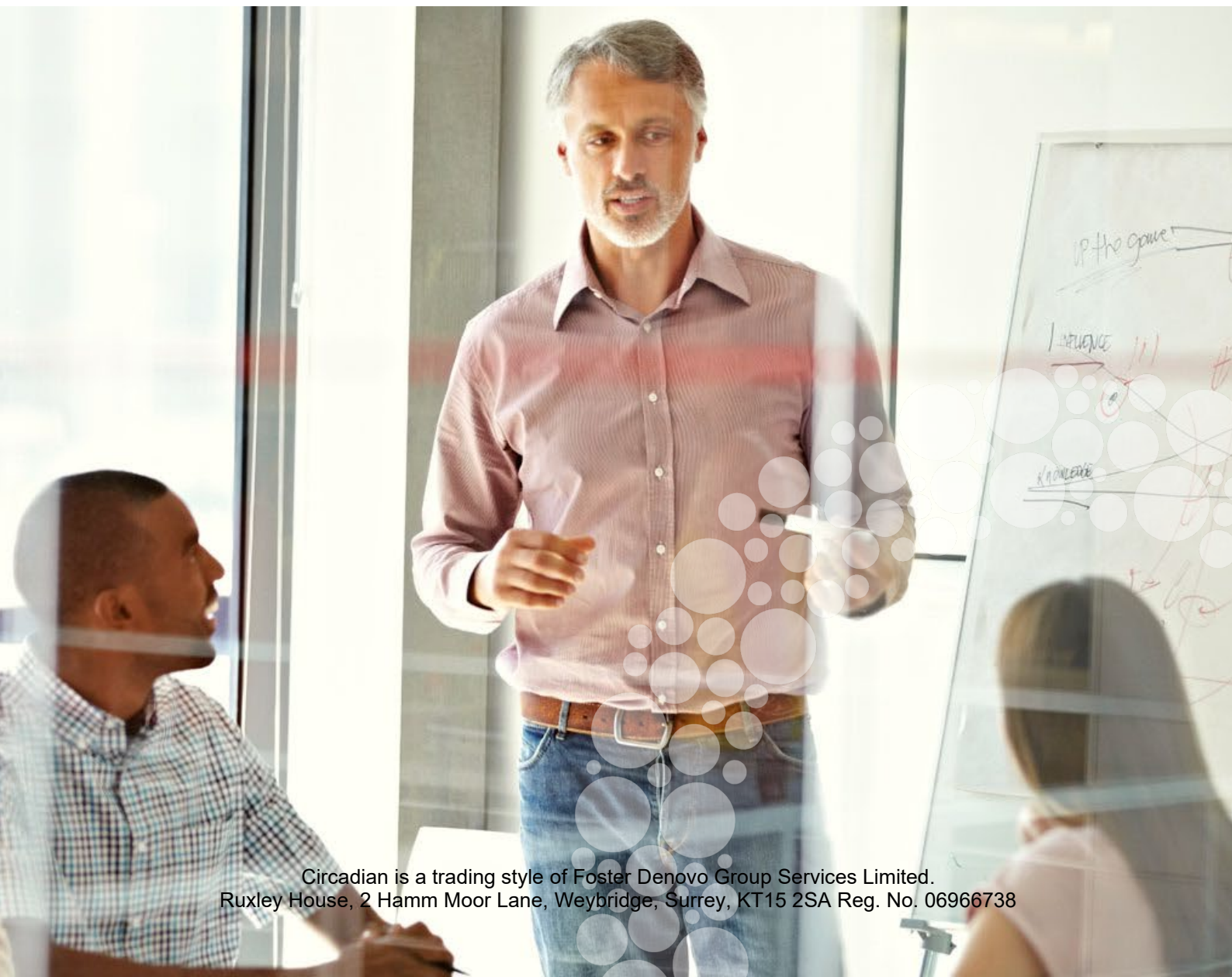


If you require any further guidance with the information in this document, please contact using the details below:

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