

End User Management

Proactive device support that keeps your people productive

BCN's End User Management keeps employee devices supported, maintained and protected. It combines a responsive service desk with proactive 24x7 monitoring, automated patching and Microsoft 365 security in one managed service. Available with 7x7 or 24x7 coverage, plus VIP support for senior stakeholders and critical roles.

<p>Who it's for</p> <p>End User Management is ideal for organisations that want to:</p> <ul style="list-style-type: none"> • Keep users supported without adding load to internal IT • Maintain device health and security as standard • Improve consistency across end user devices and Microsoft 365 settings • Provide an enhanced experience for priority users where it matters most 	<p>Included in the service</p> <ul style="list-style-type: none"> Remote service desk support, 7x7 or 24x7 24x7 device and endpoint monitoring Automated patching for supported apps and OS Microsoft 365 backup BCN Protect 365 security baseline VIP support for executives and critical roles Service reporting and review
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Coverage options

<p>7x7 support 7am to 7pm, Monday to Friday. Standard coverage for the majority of teams.</p>	<p>24x7 support Round-the-clock cover for critical roles or always-on teams.</p>	<p>VIP support Priority handling and an enhanced support experience for executives and critical roles.</p>
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Key outcomes to expect

<p>Less downtime Fewer recurring issues, so employees can stay productive.</p>	<p>Faster resolution Quicker fixes when problems do occur, reducing disruption across the business.</p>	<p>Reduced IT pressure Frees internal IT for higher-value work, with clearer visibility through reporting.</p>
<p>Stronger security posture Consistent baseline management across users and devices.</p>	<p>M365 resilience Improved resilience for Microsoft 365 with backup and recovery built in.</p>	<p>VIP experience Enhanced support for senior stakeholders and critical roles.</p>

Key benefits

<ul style="list-style-type: none"> Higher employee productivity because day-to-day issues are resolved quickly and consistently. Reduced strain on internal IT, freeing your team to focus on strategic priorities instead of firefighting. Stronger everyday security posture, reducing the likelihood and impact of user-driven security issues. 	<ul style="list-style-type: none"> Less downtime and fewer repeat problems, improving end user experience across the business. Lower operational risk and disruption, with more stable, reliable devices and fewer avoidable incidents. VIP support for executives and critical roles, with priority handling when it matters most.
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Supported applications only. 7x7 remediation covers 7am to 7pm, Monday to Friday; 24x7 cover available for critical roles. Site visits chargeable on request. Onboarding is scoped separately and dependent on your environment.

Why BCN?

Founded as a managed service provider, BCN is grounded in day-to-day delivery, keeping organisations secure, productive and supported. We're a leading Microsoft partner, and one of the first 35 globally to achieve Microsoft's Partner Designation for Support Services, recognising the strength of our service operations and our ability to support clients end to end.

