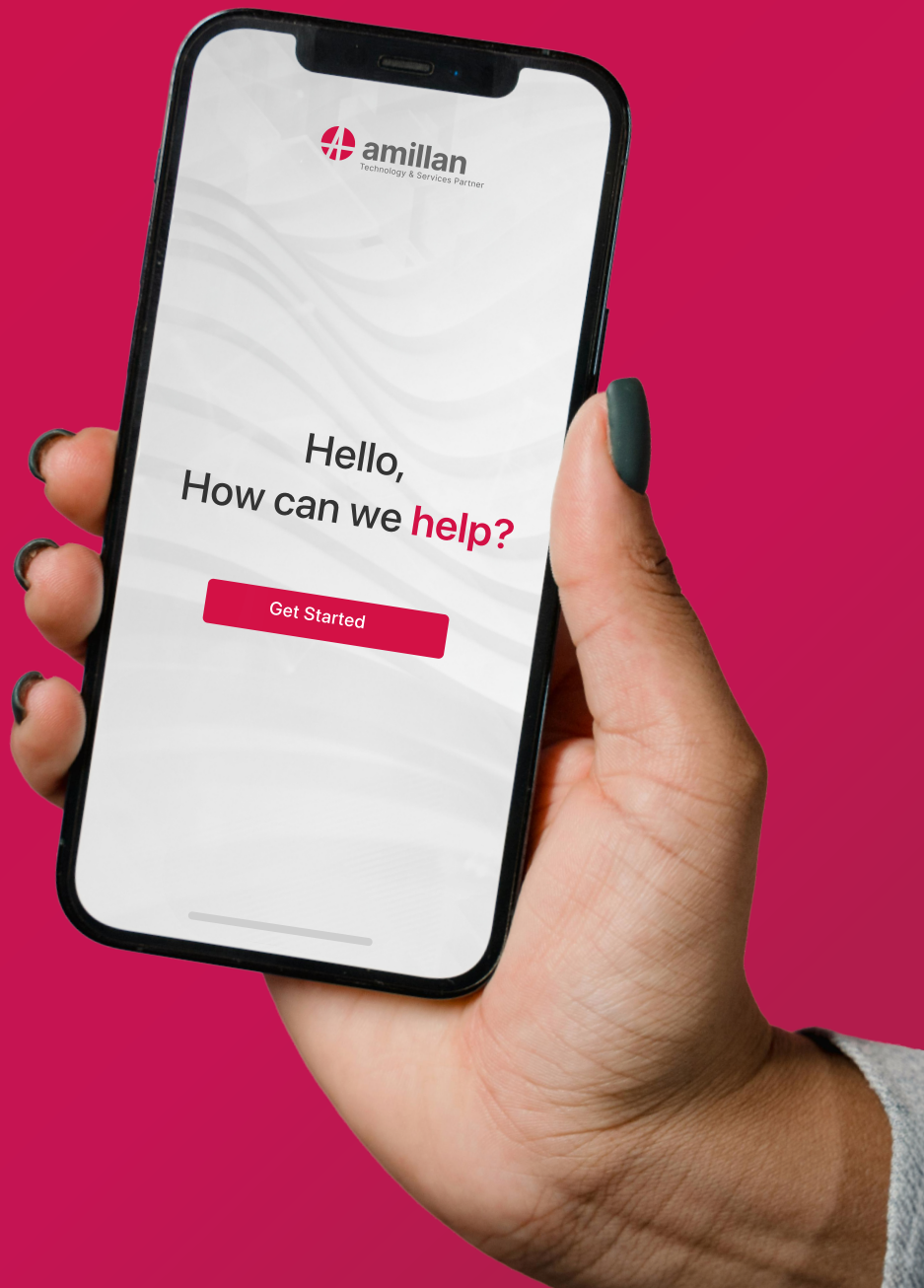


Amillan ASC:

**We don't just fix
problems — we build
confidence.**



Amillan is a managed service provider delivering comprehensive managed IT services tailored to the unique requirements of businesses, we ensure that our clients' systems operate smoothly and securely with support from our team of experienced engineering professionals providing proactive 24/7 monitoring, maintenance, and support.

amillan ASC | Amillan Service Centre

Service Desk is the frontline of our Managed Service and Support Operations—delivering friction-free issue reporting and resolution, exceptional customer service, and experienced technical support.

Designed as an extension of your IT and Service departments, our Service Centre operates with a bespoke approach tailored to each organisation's unique needs. All of this is delivered within the framework of ITIL (Infrastructure Technology Information Library) best practices, ensuring clear, repeatable, and effective processes for managing incidents, requests, changes, and continual improvement.

What the ASC Service Desk Provides

1. Priority Technical Support

- Dedicated support team managing escalations from live environments.
- Proactive response to network, infrastructure, and communications issues.

2. Ongoing Training & Guidance

- Expert-led training sessions tailored to your systems and workflows.
- Continuous user support, helping teams adopt and optimise Amillan deployments.

3. Single Point of Contact

- Aligned with your support service contract for streamlined issue logging.
- Acts as your go-to for troubleshooting and technical queries.

4. High Availability and Continuity

- Focused on keeping your systems operational with minimal disruption.
- Rapid handling of incidents to maintain productivity.

5. Expertise Across Complex Environments

- Proven experience supporting live, enterprise-grade environments across multiple verticals — including manufacturing, retail, hospitality, financial services, consumer services, and logistics.
- Well-equipped to deliver reliable, secure solutions for mission-critical operations in high-demand sectors.

Why It Matters

Minimises Downtime: Fast response, backed by priority handling, keeps operations running smoothly.

Accelerates Adoption: Ongoing training empowers your team to fully utilise deployed systems.

Ensures Stability: Technical oversight avoids repeated issues and supports continuous improvement.

Builds Trust: A strong support relationship adds confidence in your IT investment.



With a proven track record across many sectors such as government, higher education, hospitality, manufacturing, retail, and finance, ASC stands as a cornerstone of Amillan's managed service portfolio. Whether it's preventative monitoring, incident resolution, or strategic guidance, our service is personal, responsive, and always grounded in delivering meaningful value. By leveraging ITIL principles and prioritising customer experience, Amillan ensures your technology is supported, stable, and continually optimised.

Our Service Centre team combines deep **technical expertise** with a **genuine commitment to customer success**. By actively collaborating with clients, understanding their environments, and adapting support delivery, ASC reduces downtime, boosts productivity, and builds long-term trust. Clients benefit from predictable service delivery, measurable outcomes, and a dependable partnership aligned with business goals

We don't just fix problems—we build confidence

Let us help you navigate the challenges of digital transformation.

Contact Amillan Limited to explore how our managed IT services can support your business's journey toward innovation and excellence.



amillan

Technology & Services Partner