



WholeStack
Solutions

End User Support

Service Details and Benefits



Aa Description	☰ Features	☰ Benefits
OS Patching	Applying updates to operating systems. Critical for ensuring system security. This does not include operating system upgrades. Note: upgrades are feasible, however, those are projects and billable.	OS Patching is essential for tools in the technology stack. Patching reduces security breaches, ensures supportability from the OEM and supports continued functionality. WSS Providing OS patching reduces the drag on IT Teams verifying the patch, ensuring the patch won't cause additional downstream impacts and enables end-users to continue to work uninterrupted.
Application Patching	Application patch management is the process of testing, acquiring, and installing patches in applications. Update well known applications (examples: Adobe suite, Word, Office suite, Chrome, etc). Ensure those are updated (application version management/PDQ).	Applications release new updates and bug fixes that need to be completed for those applications to continue to function as intended. Patching ensures future OEM supportability, reduces errors and enables end-users to continue to work uninterrupted.
Application Installation	Installation and set up of applications within an organization, ensuring the program is ready for execution.	Installation and set up of applications within an organization, ensuring the program is ready for execution.
Application Distribution	Distributing an application to one or more customers within an organization	One to many distribution. Multiple users and groups of users may need the use of applications. This service manages the distribution, installation and support of critical applications.
Application User Management	The ability for administrators to manage user access to various IT resources like systems, devices, applications, storage systems, networks. (Example: O365 Password reset)	Management of Users related to applications; from password resets to personnel moving departments and no longer needing access to job specific applications.
Application Administration	MAC-D: Moves, adds, changes and deletes; does not include database upgrades	Management of Change related to the applications themselves. Adding applications to the distribution stack, removing.

Aa Description	☰ Features	☰ Benefits
RBAC	Roles-based-access-control management. Restricts access based on a person's role within an organization.	Ensure the right users have the right access to the right information; while also ensuring users don't have access to non job relevant data, applications and information.
Application Troubleshooting	Distribution and management; organization must bring their own anti-virus licenses. Licenses not included.	Ensures users have company provided anti-virus installed and definitions up to date. This component ensures compliance across the organization. Identification of non-compliance and remediation.
Anti-virus	Distribution and management; organization must bring their own anti-virus licenses. Licenses not included.	Ensures users have company provided anti-virus installed and definitions up to date. This component ensures compliance across the organization. Identification of non-compliance and remediation.
Device troubleshooting	Problem identification and triage, not remediation.	Support end-users through the problem identification/triage process in order to identify remediation activities. Remediation related to hardware is not a component of this service.
End user setup	Customers sending laptop/ device to Wholestack, we will image the machine and ship back to user. We are not responsible for purchasing of equipment. Administer shared services that users interact with. Example: Create email account in O365, ensure users exist in correct groups, contain the correct permissions and have access to the right systems.	Imaging machines is a time intensive investment. WSS can process the request, image the machine and have it available to the new user on Day 1.
New Applications	Note: New application installation and distribution is an added cost. Activities include creating test machines to verify new application works. Checks include: verification of needed installer, definition of how to distribute network wide.	This line item is a project and billable on a T&M basis.

Aa Description	☰ Features	☰ Benefits
Please note: End User Support Does Not Provide Training Nor “How To” Support	End-user support is about systems not execution. We do not support end users with how to use applications or execute within applications.	

**Tired of
being tired?
We can help!**

Contact Us:

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