

## RKON's Managed Services

# End-User Engineering Services

End-User Engineering as a Service (EUEaaS) delivers comprehensive management of the digital workplace, supporting service desks, endpoint security, mobile devices, and remote access. We simplify and secure your workplace by streamlining user technology environments across the enterprise—boosting productivity, lightening IT complexity, and strengthening security.

## Our Core Services



### Service Desk Support

Friendly, expert IT support for daily user issues—from software to hardware—offered on a 5x12, 7x12 or 24x7 basis to keep your teams productive and focused.



### Endpoint Security & Patch Management

Automated patching and updates for all employee devices, ensuring protection from vulnerabilities, improved performance, and consistent network-wide security.



### Microsoft CSP Services

Centralized management of Microsoft 365 and Azure licensing through our Cloud Solution Provider partnership. We ensure **compliance** and simplify access to Microsoft's cloud ecosystem.



### Mobile Device Management

Secure and manage mobile devices with access control, data protection policies, app management, and remote wipe capabilities to support a mobile, secure workforce.



### Remote Endpoint Support

Real-time, remote troubleshooting and issue resolution for laptops, desktops, and mobile devices—enabling seamless support for users in any location.

## Why RKON

- **25+ years** of IT advisory and cybersecurity experience
- Global access to accredited security professionals
- Technology-agnostic
- Full-stack services that integrate seamlessly
- Understand and maintain compliance readiness and audit requirements