

Tech Bar

Transform employee experience with an onsite Tech Bar that resolves issues fast and accelerates adoption

Many organisations face long queues for simple fixes, low adoption of collaboration tools, and rising ticket volumes that overwhelm the Service Desk. Walk-ups stall, remote users struggle with MFA and SSO, and device issues linger while projects slip as IT firefights.

The OneAdvanced Tech Bar provides a user-friendly support point onsite and via Microsoft Teams that delivers immediate help for devices, identities, and approved applications. From planning and launch through to daily operations, knowledge capture, and reporting, we run the service end to end so your teams can focus on change and innovation.

By combining visible, human support with integrated processes and hands-on coaching, the service reduces ticket load, improves satisfaction, and accelerates the rollout and uptake of new ways of working across your organisation.





What's included in our Tech Bar service?

Walk-up and bookable support

Onsite or via Teams for agreed device and application issues.

First-time fix focus

Endpoint, MFA/SSO, and approved app issues resolved on the spot where possible, with seamless escalation when needed.

Adoption coaching

Micro-training for Microsoft 365 and collaboration tools to boost productivity and confidence.

Loaner and swap-stock handling

Provision and chain of custody where provided, with asset updates in your ITSM.

ITSM integration

Ticket logging, categorisation, and SLA tracking in your system or ours, including knowledge capture.

Performance reporting

Volumes served, time to serve, first-contact resolution, top issues, and adoption insights.

Event and surge coverage

Pop-ups for onboarding days, floor-walking, town halls, and seasonal peaks.





Key benefits



Reduce support costs with first-time resolution

Shift common fixes to the point of need and cut repeat tickets to lower total cost of support.



Improve security and compliance

Guided MFA/SSO setup, standard builds, and policy adherence reduce risk and audit findings.



Boost productivity and adoption

Targeted micro-training for M365 and approved apps helps users work faster and smarter.



Increase user satisfaction

Visible, human support with short queues and clear outcomes raises CSAT and NPS.



Lower Service Desk load

Knowledge is captured once and reused, reducing call volumes and handling time.



Flexible delivery that fits your footprint

Fixed counters, rotating pop-ups, and virtual drop-ins operated by UK-based engineers scale by site and demand.



Service details

Implementation

We agree locations, hours, catalogue items, staffing model, and runbooks. We then launch the onsite counter and Virtual Tech Bar with comms and signage.

Integration with existing tools

We integrate with your ITSM (for example ServiceNow, Jira Service Management, Cherwell) for ticket flow, metrics, and knowledge. Asset updates and swap-stock follow your processes.

Support hours and SLAs

Standard hours: Monday–Friday, 08:00–18:00.
Extended hours and weekends available.
Incidents follow your priority targets; walk-ups are tracked by time to serve and first-contact resolution.

Requirements and prerequisites

Confirmed catalogue and scope, approved device and app list, ITSM access, and suitable on-site space (or Teams access for virtual). Named contacts for comms and escalations.

Reporting and metrics

Monthly dashboards cover users served, queue times, FCR, CSAT/NPS, top issue categories, adoption coaching delivered, and improvement actions. Quarterly reviews track trends and roadmap items.

Pricing

Model-based pricing by site and hours, with options for pop-ups, extended hours, and event coverage. Fair-use thresholds are agreed per location.

Why OneAdvanced for Tech Bar services

At OneAdvanced, we combine technical excellence with a partnership approach to transform the employee IT experience. UK-based engineers bring endpoint, identity, and collaboration expertise within an ITIL-aligned service framework, backed by certifications and proven enterprise operations.

What sets us apart is our commitment to proactive value. We do not just resolve issues; we anticipate and prevent them by analysing repeat themes, validating knowledge, and aligning micro-training to your change roadmap so new tools land faster with fewer incidents.

We invest in continuous improvement. Each quarter we review performance metrics, capture lessons learned, and recommend enhancements such as refining catalogue items, adjusting staffing, updating runbooks, or launching targeted adoption campaigns so the service evolves with your business.





FAQs

How do users access the Tech Bar?

Walk up during operating hours, book a slot, or join the Virtual Tech Bar via Teams.

Can you operate across multiple sites?

Yes. We run fixed counters and rotating pop-ups with consolidated reporting.

Do you support executives?

Yes. Optional concierge support with priority handling and onsite visits is available.

What issues are in scope?

Approved devices, peripherals, identities (MFA/SSO), and applications listed in the agreed catalogue. Out-of-scope issues are logged and routed to resolver groups.

Do you integrate with our ITSM?

Yes. We log and manage work in your ITSM, capture reusable knowledge articles, and align to your SLAs and categories.

How is success measured?

Time to serve, first-contact resolution, CSAT/NPS, repeat-issue reduction, and adoption metrics aligned to your goals.

Can you cover events or seasonal surges?

Yes. We schedule additional capacity for onboarding days, town halls, and peak periods.

What is required from us?

Catalogue and scope approval, ITSM access, space or Teams setup, and named escalation contacts.

Ready to elevate your IT Services?

Contact your OneAdvanced account manager or email
managedit@oneadvanced.com

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