

FM On-Demand

Expert on-site IT services anywhere, anytime

What is it?

FM On-Demand is our comprehensive network of trusted IT support technicians across North America. The FM On-Demand team provides reliable, on-site technical services in Canada and the United States, delivering a wide-range of professional IT services in a timely manner.

While many IT issues can be resolved by one of our remote technicians, certain situations require an on-site visit. Fully Managed by TELUS Business has you covered in both scenarios and has a skilled team ready to deliver the IT services you need no matter where your business is located.

The benefits

- 1. North American coverage:** Ability to reach all major cities and even the most remote areas
- 2. Fast service:** Technicians can be on the ground quickly, and virtually anywhere
- 3. Affordable services:** By deploying local technicians, travel costs are lower and service is fast and efficient
- 4. Tap into tech know-how:** Take advantage of our hands-on expertise when you need it

How to get started

Contact your account manager for more information on how FM On-Demand can meet your on-site service technician needs.



Helping you do more

- Deskside support
- IMACs (installs, moves, adds, changes)
- Smart hands
- Site surveys
- Structured cabling
- Staging and logistics
- Hardware break/fix services
- Enhanced warranty services
- Scheduled services
- SLAs (service level agreements)
- Short-term staff augmentation
- Application specialists

Why Fully Managed by TELUS Business?

Fully Managed is a top global managed service provider, leading ServiceNow MSP, and market leader in technology solutions. Our mission is Creating Peace of Mind that our customers' technology will work exactly how they need it to, when they need it to!