

Your Guide to:

Service & Support from the Penntech Team



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A quick note from the Penntech Team

Welcome aboard! We are excited to be working with you. Thank you for partnering with Penntech to support your business IT needs.

You'll learn that Penntech is passionate about service delivery and going the extra mile for our clients, and we have an excellent reputation. We are dedicated to supporting all your IT needs and providing suggestions for improvements and security enhancements. We aim to be seen as part of your team.

This short guide will give you all the information you need to get the most out of working with us.

I encourage you to take 5-10 minutes to read through it now so that when you need our help, you'll know how to get it best.

We look forward to working with you. Thank you again for choosing to partner with us.

The Penntech Team
T: 02033 711 810
www.penntech-it.com



Our mission is simply to be:

A company that lives and leads with strong business values.

A company with values will always outperform competitors who exist only for profit. We support our clients to success through our consistent actions and values and this is our reason for existing.

How to get support?



By sending us an email

If you'd prefer to email use **support@penntech-it.com**.

Alternatively, you can access your dedicated **Client Portal** or Endpoint in your desktop tray.

You can also visit our '**Request Support**' page on the website.



By calling us

You can call us between 08:30 and 18:00 on **02033 711 810**.

Outside those hours, we have 24/7 support, but please only use that with authority from your business; this is chargeable at out-of-hours rates unless your company has taken the 24/7 add-on option.

If you need help URGENTLY, make sure you call us rather than use any of the other methods.



Team changes

Please complete the form on the website for **new starter** and **leaver notifications**.



How fast will support be?

One of the things we pride ourselves on is making sure tickets and calls are answered promptly.

Our front-line team continually monitors our Support Request System and is standing by on the phones, waiting for your call. The first person you speak to when you call us will likely be from our Helpdesk team.

They will triage and work through your query as quickly as possible. Our Helpdesk team will solve around 90% of your requests (you will get to know them by name).

Occasionally, though (the other 10% of the time), our Helpdesk team will need to escalate an advanced or particularly challenging issue internally to our Senior Engineers. We'll let you know if that happens.

IMPORTANT NOTE

If you send emails to our direct email addresses or call us on our mobile phones, this will very likely slow our response times down because we've built our processes to be quickest & most reliable when you use the methods above.







Service Level Agreement

As we are a shared services business model it means you're sharing our whole team with the rest of our clients. However, as with an internal IT team we occasionally need to prioritise issues according to severity and work them in order but still aim to offer immediate support for you. We know that one of the easiest ways to make you happy is to provide **FAST** and **RELIABLE** support when you need it most.

If there is a heavy workload, then we commit to delivering support by priority and some simple examples of categories and issues are below:



PRIORITY	EXAMPLES	GUARANTEED RESPONSE TIMES	TARGET RESPONSE TIMES
 Critical	Your internet connection is offline	1 Hour	15 Minutes
	Your main server is offline, and all users are unable to work		
	One of your network switches has failed and stopped half the users from working		
	A VPN link between 2 x offices is offline causing one office to be unable to work		
 High	Your CEO's computer has stopped working and they have an urgent task	2 Hours	1 Hour
	Your main accounting software has stopped working and is unavailable		
	A user's desktop is making a strange noise		
 Medium	One of the main printers is not working, but users can print to another one	4 Hours	2 Hours
	A user is having problems connecting to the wireless network		
	Printing is slower than normal		
 Low	A single user is unable to scan documents	8 Hours	4 Hours
	A user needs a program installed on their computer or laptop		

How do I escalate something?

We measure customer satisfaction for each ticket, and there are options for users to add comments to help us maintain our NPS scores. Any dissatisfaction is addressed immediately.

Whilst we strive to exceed your expectations all the time, we're not foolish enough to think that it's possible to be perfect 100% of the time.

So, if you ever have a situation where you feel we're not handling your request as well as we could be, you can escalate that issue right to the top if you like.

Here's the order of escalation contacts and their direct contact details:

ESCALATION CONTACTS	
 Business Support Manager Elaine Ladyman	T: 0203 096 3486 M: 07511 695 183 elaine.ladyman@penntech-it.com
 Head of Technical Support Craig Summers	T: 02033 711 810 M: 07538 569 835 craig.summers@penntech-it.com
 Technical Director Lewis Pennell	T: 02033 711 810 M: 07834 744 474 lewis.pennell@penntech-it.com
 Helpdesk Manager Karm Jayapalan	T: 02033 711 810 M: 07507 634 243 karm.jayapalan@penntech-it.com

As you'll come to know, our team is extremely professional, highly efficient, and very capable, so hopefully, you'll never need to use this process.

However, you now know that if the rare occasion pop-ups where we fall short of your expectations, there's an easy way for you to let us know so we can fix it promptly.

What can we help with?

We're not just tech support, we can also help you out with most technology things related to your business.

Here's a list of some of the services we can help with:

- ✔ Microsoft 365 & Google Workspace
- ✔ Microsoft Azure & cloud hosting
- ✔ Hardware & software procurement
- ✔ Internet & connectivity
- ✔ Hosted telephony
- ✔ Website hosting
- ✔ Project planning
- ✔ Cybersecurity
- ✔ IT budgeting
- ✔ IT consulting
- ✔ IT strategic planning
- ✔ Disaster recovery planning
- ✔ Business continuity planning
- ✔ Domain and DNS hosting
- ✔ Office relocation



We'll provide a quote for approval before proceeding with any additional services.

Business improvement projects

One of our key strengths is working out how businesses can better use technology to solve business problems.

We pride ourselves on being able to help you find a creative way to solve your challenge, often using a mixture of business consulting and technology.

So, whenever you have a challenge in your business that you're struggling to find an answer for – simply pick up the phone and give your Account Manager a call.

Our preferred technology vendors

There are millions of different types of technology out there in the world which makes it impossible for anyone to keep up with it all.

To make sure we can provide the best possible service – we constantly work towards helping all clients use the technology we (and they) know and love the best whilst ensuring that bespoke solutions are sourced that fit individual business needs.

We make sure we maintain deep knowledge and training on everything we recommend so we can keep your IT Infrastructure nicely integrated, fast and to support best practice.

Third party suppliers

Whilst we work hard to stay trained and up to date in a huge range of technology, we know that from time to time, you may help with something that's not a common tool.

However, our aim is to take away the hassle of dealing with third party suppliers, so you raise it with us and we'll resolve it with them.



Your contacts

When your business starts work with us, we assign you an Account Manager. Your Account Manager is who you should call for any questions about your business and all account level discussions.

Whenever you need to talk to someone about your future IT plans or strategy, your budgeting, upcoming projects, or anything else related to your IT Infrastructure, get in touch with your Account Manager who will also be the person who will be working with you on your regular Technology Business Reviews (TBRs for short).

Your primary IT contact

As part of your onboarding we ask you to appoint a primary IT contact from your side (or sometimes a few).

Your primary IT contact are the ones authorised to make changes to your Account and are who we send important information to.

If you're not the primary IT contact in your business, then it's best to speak to them whenever you have a request that includes adding, editing or deleting users or data as they'll need to authorise it first.

We have this security in place for your protection as we wouldn't want to give a user your confidential information that they haven't been granted the authority to access.

They'll also need to authorise any hardware requests, out of hours support or onsite support.

There's no need to get in touch with your Account Manager for service requests as it could slow down the resolution but if you do then a ticket will be raised for you.



Your accounts contact

If you ever need any help with any accounting issues (such as needing copies of Invoices etc), simply send an email to accounts@penntech-it.com and our friendly team will help you.

You can also call them on **0203 096 3486** – they're available during business hours, Monday to Thursday.

If you'd like to pay by Direct Debit the accounts team will set this up for you.

How do I order hardware or software?

We have a dedicated procurement and ordering system designed to take the hassle and pain out of the process whenever you need to order anything, and we can obtain preferential pricing that you couldn't obtain yourselves.

Just send your request to support@penntech-it.com and we'll provide a quote (usually the same day unless this is late in the afternoon).

We'll send you your quotes & proposals using our web-based quote delivery system. You'll simply need to click on the link in the email and you'll be able to view the quote or proposal where you can simply click on the approve button.

We have a system in the back end that alerts us as soon as the quote is approved so we get the items ordered ready for you quickly.

What about out of stock items?

If something is in stock, we'll normally be able to get it delivered to you within 1-2 business days after the quote is approved.

If it's out of stock, we will keep you up to date with estimates on when it's due to arrive. If our suppliers tell us that it's going to be out of stock for a while, we'll work with you to find some alternatives (especially if it's something you need quickly).

A final word

We value your business and will become seen as part of your team (that's what current clients tell us). We are a professional and friendly team with solid business values. You can reach out to any member of the team if you find you have a deeper relationship with someone in particular but we will always support you as a team effort.

Thank you for choosing Penntech as your IT partner. **We will not disappoint.**

