



DataSolved
CONNECT | SECURE | INNOVATE

GETTING THE MOST OUT OF YOUR TECHNOLOGY

*Your Essential Guide to Getting
Amazing Service & Support for
your IT Infrastructure*

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A QUICK NOTE FROM DATASOLVED

Well, hello there new team member!

My team and I are super excited to be working with you 😊

As you'll come to learn, here at DataSolved we **LOVE** Technology!

(Yup, we're geeks).

And we **LOVE** helping people!

(watch for the smile on our face when we help you solve a technical challenge).

So, our mission is simple...

To help you and your team be highly profitable, wildly innovative & stupidly efficient by implementing and learning how to use the latest and greatest Technology to help power your business!

You might think it's weird, but we honestly wake up every day excited to help people like you with the Technology that exists out there!

As part of that, this short guide will arm you with all the information you need to get the most out of working with us.

I encourage you to take one minute to read through it now so that when you do need our help – you'll know how to best get it!

We're looking forward to working with you!





Welcome,



President | DataSolved

HOW CAN I GET FAST SUPPORT?

The first question you might have when working with us is.. **How do I Get Fast Support**, so here's our recommended ways 🤖

	<h2>USING THE DATASOLVED SUPPORT APP</h2> <p>This is the easiest and fastest way to get Help 🤖</p> <p>Simply press the IT Support button or the DataSolved Support Icon on your desktop and a window will pop-up, guiding you easily through the process!</p>
	<h2>USING THE IT SUPPORT APP IN TEAMS</h2> <p>You can open Microsoft Teams and click the IT app on the left navigation bar , and submit a support request there.</p> <p>This will create a support request in our system, and we'll work on to it as soon as possible. You'll get an automated reply confirming when your support request is created! If you do not receive an email that means you are not in our system yet and one will be created for you.</p>
	<h2>BY CALLING US</h2> <p>You can call us 8 a.m. – 5:30 p. @ 972-453-1105 whenever you need help.</p> <p>If you need help URGENTLY, make sure you call us rather than use any of the other methods.</p>
	<h2>BY CHATTING WITH US</h2> <p>Our support team can pop up a chat window once a request has been created and they are available to work on your support request.</p>

HOW FAST WILL YOU RESPOND?

One of the things we pride ourselves on is making sure a Trained Engineer answers all your calls within **60 seconds** (or less 😊).

Our front-line team are continually monitoring our Support Request System and are standing by on the phones waiting for your call.

The first person you speak when you call us will likely be from our **triage technician**.

They will triage your query as quick as possible and one of our techs will get in touch with you as soon as possible. You'll find that around 90% of your requests will be solved by our **Front-Line Helpdesk Team** (you will get to know them by name).

Occasionally though (the other 10% of the time), our **Front-Line 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 **Cell 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.



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HOW ARE THINGS PRIORITIZED?

Here's the times we aim for in each **Priority**, along with some simple examples:

PRIORITY	EXAMPLES	GUARANTEED RESPONSE TIMES	TARGET RESPONSE TIMES
 Critical	Your Main Server is offline, and all users are unable to work.	1 Hours	15 Minutes
	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 Internet Connection is offline, users can still work locally OK	2 Hours	1 Hour
	Your CEO's computer has stopped working and they have an urgent task		
	Your main Accounting Software has stopped working and is unavailable		
 Medium	A user's desktop is making a strange noise	4 Hours	2 Hours
	One of the main printers is not working, but users can print to another one		
	A user is having problems connecting to the Wireless network		
 Low	Printing is slower than normal	8 Hours	4 Hours
	A single user is unable to scan documents		
	A user needs a program installed on their Computer or Laptop		
 No Priority	Pro-Active Maintenance of systems, including Software Updates	N/A	N/A
	New User Setup and Configuration		
	New Computer or Laptop Installation and Configuration		

HOW DO I ESCALATE SOMETHING?

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

We are humans after all 🙄

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 up to the "big boss" if you'd like!



SOME MORE IMPORTANT BITS

Here's a few more important bits of information to help you better understand and navigate the crazy Technology world and some of the terminology we may use when we're talking to you!

SECURITY VS USABILITY

In the Technology world, there's an ongoing battle between **Security** vs **Usability**.

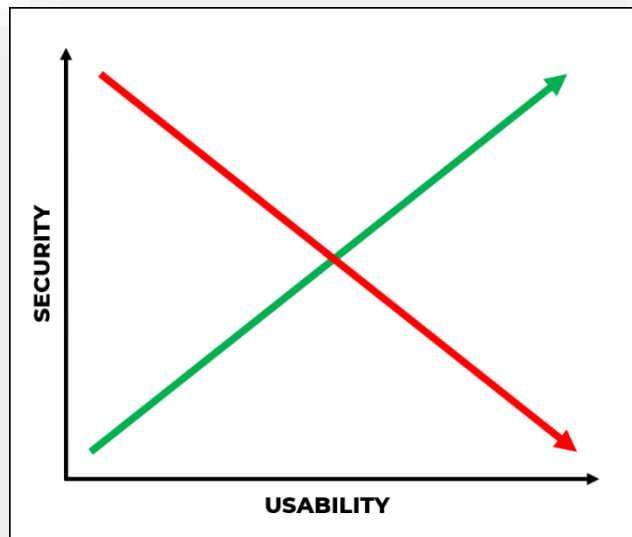
Every day, there are millions of hackers around the world, trying to break into networks like yours. There are literally high-rise buildings full of these hackers in countries like Russia.

And the best way to defend against them is to **NOT** use Technology at all.

But that wouldn't be fun, right? 🙄

The problem with Technology though is that typically, the more **Secure** your systems, the harder they become to use!

On a graph, it looks a little like this:



So, please know that we do our very best to make your business as secure as we can with the budgets you give us to work with. And, at the same time we also try to make things as easy to use as possible, while keeping security as high as we can.

You might notice this in things like our strong recommendation that every single user uses **2-Factor Authentication**.

We know it can be painful to use because we protect 100% of our systems with it.

However, turning it on, can help block LOTS of the most common hacking attempts that are happening on your network to help keep your data safe.

We err on the side of high security, but we also aim to for easy usability 🙄