



## **New Support Clients – How it works**

### **Monitoring & Remote Access**

We install our monitoring software onto Server devices we support. This completes regular checks of the hardware and notifies us at regular intervals 24 hours a day. We also install a Remote Software to allow us gain access to the devices to resolve issues quickly. Sometimes we may request you to leave the PCs on out of hours so we can complete maintenance work.

### **Logging a Support Case**

If you have an IT issue, just call our Helpdesk on 01865 601291 or email our Team at [support@red-fusion.co.uk](mailto:support@red-fusion.co.uk) if you can collate as much information as possible as it enables us to resolve it quicker, ie screenshots of errors, who and how many users are effected, what you were doing at the time the issue occurred, etc. We don't use an online portal as we believe direct communication is so much more proactive.

### **Red Fusion Service Levels**

Our standard SLA's (Service Level Agreement's) are as follows: 1 hour response by telephone from a Red Fusion Team Member and 8 hour onsite response. It is always quicker and more efficient if we can fix the issues remotely however If we are unable to do this remotely or by telephone we will have an engineer onsite within 8 hours (standard business hours). At Red Fusion we aim to understand what is critical for your business and therefore we always prioritise where possible to exceed your expectations and the needs of the business.

### **Month 1 of your Support Agreement (what to expect from us)**

The first month is crucial as we start to learn in detail your IT suite and how you operate in your business. We allow up to 4 weeks to complete this, but don't worry we prioritise and communicate as we go. Our engineers will be on site to gather information, install software and look at ways we can improve your current IT as well as resolving issues as they arise. It is in our best interest to get your network working as it should be and this may mean some additional downtime, small hiccups, slow performance etc. Your business will benefit in the long run as our experience shows by going through some small pains in the first month there will be less errors and downtime in the following months thereafter.

### **Re-booting PCs & Servers**

We will need to occasional re-boot servers and individual PCs to enable updates or resolve issues and therefore downtime may be needed during business hours but we always check with you first. We complete routine maintenance out of hours and schedule it with you in case there are users accessing your network out of hours.

### **Account Management contact**

You will be allocated an Account Manager who will work closely with you and our engineers over the first few weeks. They are there to help and advice as your business develops. All we ask is that if you are making some changes or looking at solutions –please keep us in the loop, we may be able to help!

### **Out of hours**

Our standard working hours are Monday to Friday 9-5.30pm. However we fully understand business owners and employees often work outside these hours. If you have a critical issue, please contact your account manager and we will always try to help regardless of the time or day.

### **Escalation & Complaints Procedure**

Our team are employed on their ability with emphasis on our customer service skills as well as technical abilities. However, on occasions we get it wrong and when this happens please feel free to escalate it so we can resolve and improve. Your Sales Account Manager is first point of call, if you are not satisfied with the outcome please contact our Directors Philip Saville or Ernie Moss.

### **Payment procedure & Notice Period**

We operate our Support agreements on a rolling 30 terms. We email invoices for payment prior to cover period commences and therefore we require payment before the 1<sup>st</sup> day of the cover period.

We require a minimum 30 days' notice to cancel the agreement at any time.

### **New Hardware & Software**

Red Fusion works closely with large IT Distributors to provide a full range, available stock and at the right price. However the larger resellers have bigger buying power and we appreciate we can't always beat their prices. If this is the case, please let us know as we are happy for you to purchase it yourself or we buy it from the reseller direct and complete the installation if required.

### **Hidden costs**

We believe our role is to manage your IT, no questions asked. You won't receive an invoice out of the blue or increase in your monthly support costs! If additional work is required we will provide a written quote and recommend different options for you to consider and of course as a Support Client we offer discounted prices.

### **Next Steps**

To improve your business and achieve your targets, we hope you are happy to share your goals with us. We believe in long term relationships and not short wins although there may be time when this works as a temporary solution.

*If you would like the sound of the above and want to find out more how we can help you and be part of our Support family get in touch, it would be great to meet you and see if Red Fusion and your business is a good fit!*

