iT Champion

A guide to using your IT team.

A fresh approach to IT support and expertise.
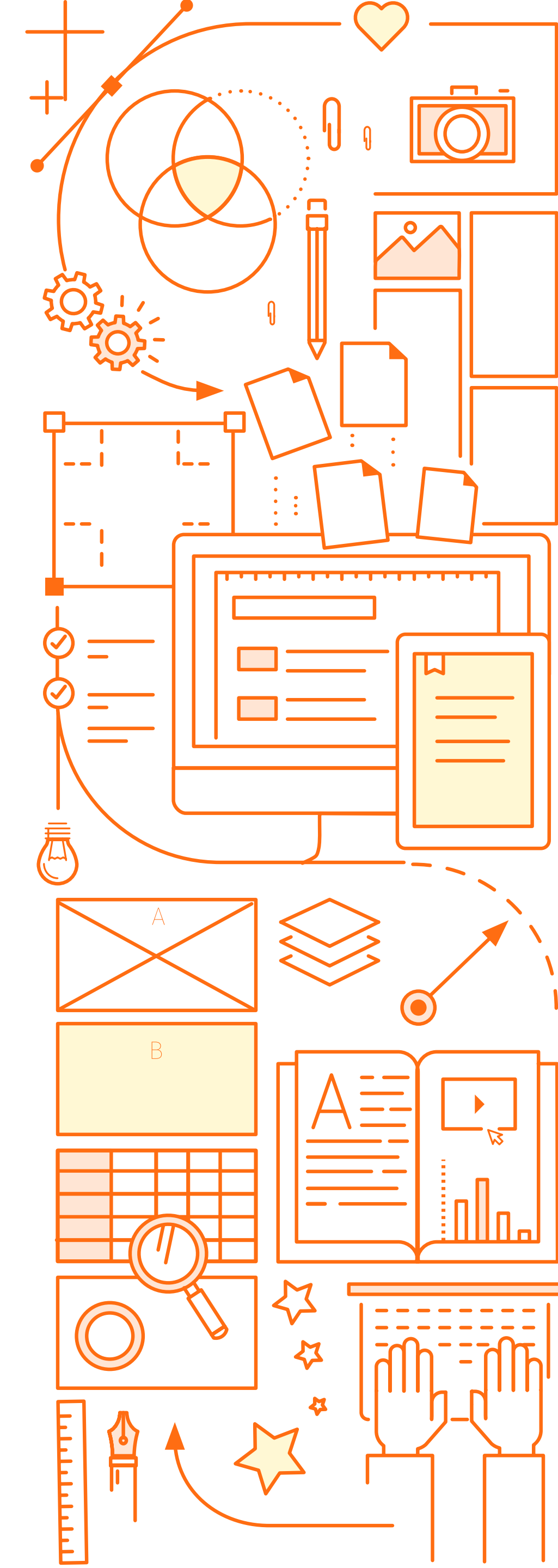
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We've been providing organisations of all shapes and sizes with lightning fast, people focused IT support and expertise since 2009 and are proud to be recognised as one of the fastest growing IT support companies in the region.

Our secret weapon and what makes us unique is our team. Recognised as a leading apprenticeship partner of Exeter College, we've been able to help some fantastic young people into working in IT and its these people who have helped us support you.

Hi there,

Before I outline how to use your IT team, I wanted to introduce myself and to give you a little bit of background on who we are if you are new to us.

As Service Desk Manager, I oversee the day-to-day operation of the support desk, workshop and onsite scheduling. I am also your escalation point if you have any questions or you would like to discuss anything.
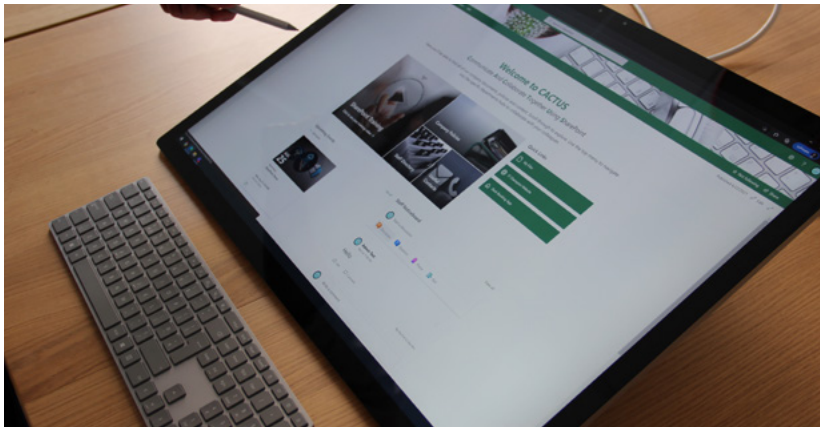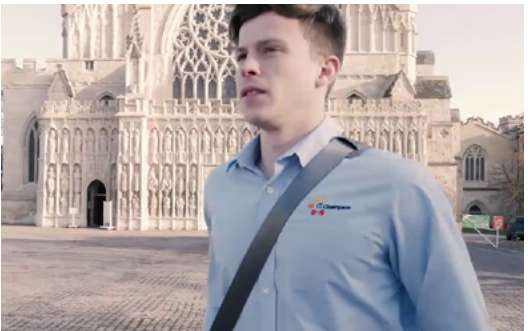
Kyle Gould
Service Delivery Manager

We hold and the phenomenal team of people we have make us who we are, and we will work really hard not to let you down.
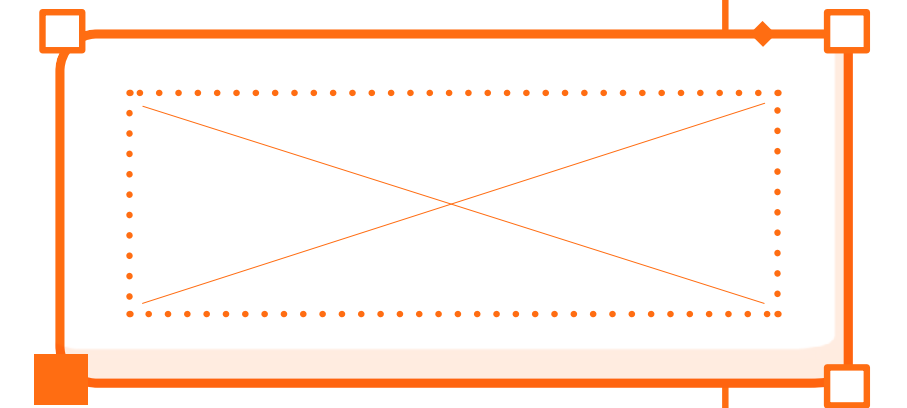
+ Our unlimited IT support plan, 'Support+', provides unlimited telephone / remote support, maintenance and advice for any items on cover. We provide this service Monday to Friday, 7.30am – 6.30pm*, excluding bank holidays.

+ Every machine we support has our software installed to better support your team and it's this software running on a computer or laptop that tells us the machine is fully supported by us.

How we
PROVIDE TELEPHONE AND REMOTE SUPPORT

At the heart of our support is our Support Desk team, who are here to help resolve your IT problems.

CLICK TO MEET YOUR NEW IT TEAM

We operate on UK time, adjusting for either Greenwich Mean Time (GMT) or British Summer Time (BST) as applicable.

There are two main ways that you and your team can ask for help.

Our support works best when your team contacts us directly. We have processes in place to ensure that we handle requests that require authorisation or incur costs.

FIND OUT MORE ABOUT AUTHORISATION

Calling 01392 454750

We put a huge amount of effort into ensuring that when you call, the call is answered by a technician who can provide what we call front line support.

When you call, one of our front line team will answer and it's our intention to be able to provide immediate help. We know that many problems can be fixed within a couple of minutes and so this is designed to ensure we make supporting people who have relatively simple issues as quick and smooth as possible.

When a fault is critical such as a server down, the call will immediately be escalated to a senior technician and a business critical fault is logged for your organisation so that the rest of the team are aware should we receive multiple calls.

In the event that we cannot help on the first call, perhaps because it's a fault that is likely to require escalation to a higher level of technician or it may require authorisation we will either ask you to email the request in or create a ticket that would be accessed, prioritised and assigned to the most appropriate technician to work on as soon as they become available.

When you or one of the team ask for help, a ticket gets created and logged against the user and your organisation. We use this information to monitor and record trends and to identify issues that potentially have wider implications.

Email support@it-champion.co.uk

Emailing is great for logging faults that are not critical or requests that need an audit trail, such as making changes or requests with a cost implication.

Emailing us is a great way to ask a question or to log a fault outside of our normal office hours as we can review and assign these appropriately as soon as we are back at our desks.

Requests that are emailed in during normal business hours get immediately reviewed by our dispatcher and it's their job to review the request, seek any additional information or approval and assign it to the most suitable technician. If the request is not urgent, we will try to schedule a time that is convenient to you.

If you email us and you do not get a response as quickly as you were hoping for, please do contact the help desk. It may be that we have needed to seek additional information or authorisation, or we may not have prioritised in the same way that you have. Whilst we do sometimes have to juggle requests for help in busy periods, however, we will always try to respond at the speed you need, where possible, regardless of the request type.
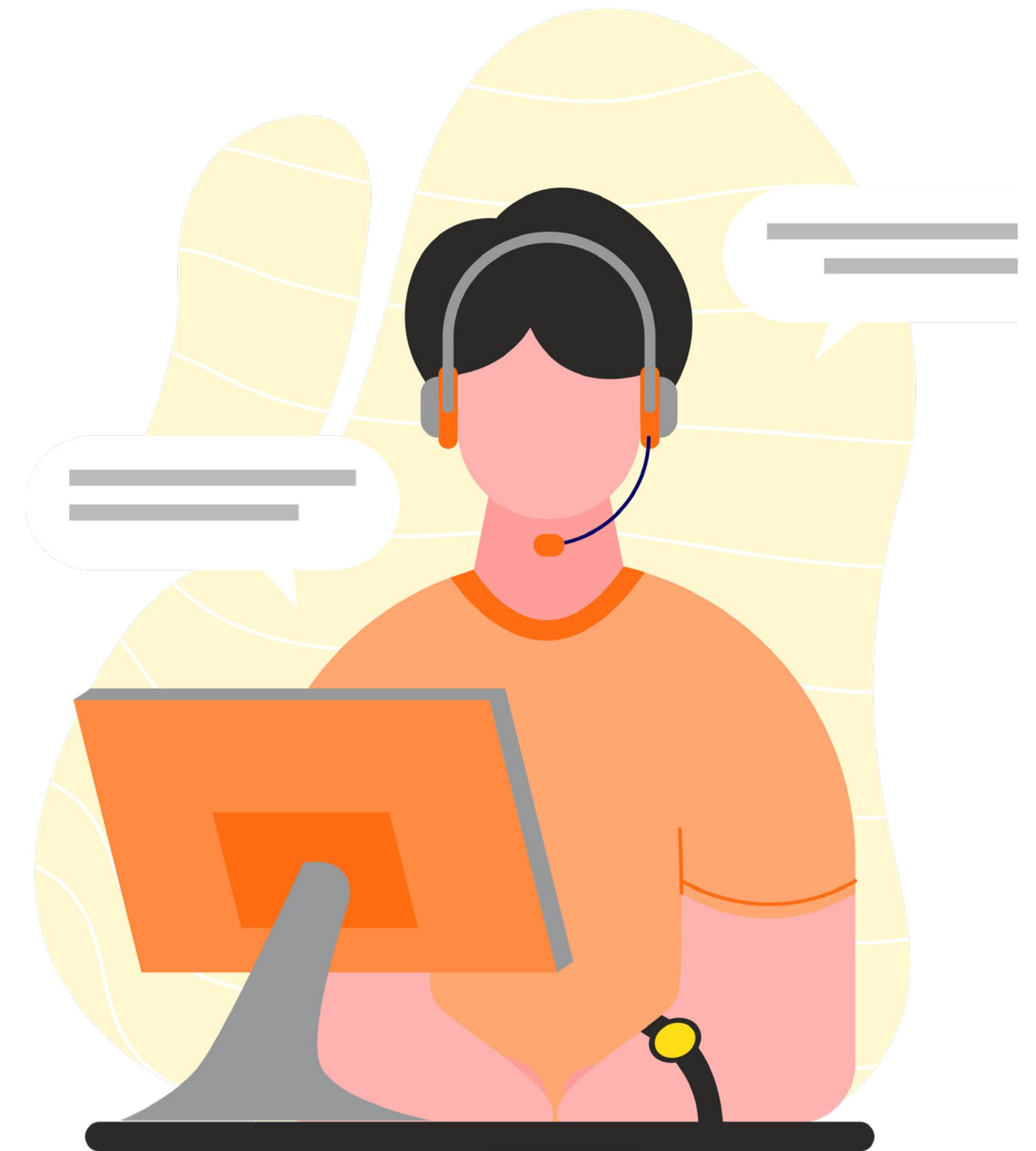
Our remote support response times

We will always aim to provide front line support to your team when they need it or to make a senior technician immediately available in the event of a critical incident.

However, our documented response times remain some of the best in the industry. It is in our DNA to want to beat these times and we hope you won't ever need to refer to this section of the guide.
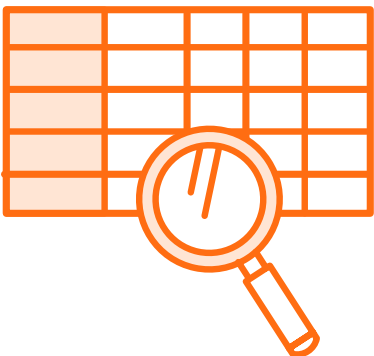
Description of our remote support and response times

+ **Critical, 30 mins** – means an incident that affects the whole organisation, such as a server down.

+ **Critical user, 1 hour** – means an incident where a user is either fully unable to work or where a critical system is impacted and where there is no alternative or simple workaround.

+ **High priority, 1 hour** – means an incident that affects the service of many users, such as email down.

+ **Normal priority, 4 hours** – means an incident that affects the service of an individual, such as an application error on a single PC.

+ **Change request, 16 hours** – changes to an organisation's systems. This includes setting up new users and making permission changes to folders.

We ask your team to give us as much information about the issue and the impact it is having on them, when they call or email in, to ensure that we identify critical incidents correctly.

Remote support response times

Request type	Remote response time
Critical incident	30 minutes
Critical user incident	1 hour
High priority incident	1 hour
Normal priority incident	4 hours
Change request	16 hours

With many field-based engineers, it's often possible for us to tie in collection or dropping back of equipment whilst on the road. That said, this is done on a reasonable endeavours basis and it may be more appropriate to schedule an onsite visit or drop the equipment to us.

+ Where equipment is delivered to us, we offer a collection from road service so there's no need to park up. Just let us know when you are nearly with us and we will send people out to collect or deliver equipment to your vehicle. The best spot to park is on Musgrave Row, click here to see the exact spot.

+ **We also offer a free of charge fast-track service** where you can drop in with any faulty equipment and we'll immediately investigate, whilst we get you a tea or coffee. Please just let us know you would like to use this service and we'll make sure we are ready for you.

Collection

AND DELIVERY OF ITEMS

Collection and delivery is not included in any of our plans, however, this is handled in a number of different ways.

Shipping

Where it's appropriate to use a courier service to collect or deliver items, we use the **DPD Local** pre-12 delivery service as standard which offers £1000 liability for goods in transit.

We can ship equipment to you or arrange for DPD to collect from a location of choice, we will just need the item securely packaged and for someone to be around if we are arranging collection.

Alternatively, you are very welcome to organise your shipping if you have a service that you would prefer to use and manage.

THE NOT-SO-SMALL, SMALL PRINT...

In the unlikely event that there is an issue with the collection or delivery item, we will need your assistance to manage the process with DPD.

If the collection of an item goes astray once has left you, we will need the small red collection note containing the tracking number that the driver must leave to make a claim. If you are not provided with this or lose it, DPD will not pay out on the claim.

For this reason, we strongly recommend that you do not hand over your parcel to DPD if for some reason they are unable to provide the small collection note containing the tracking number.

If an item is delivered to you but either damaged or has been tampered with, we will need a form completed by the recipient and help gathering the information DPD need to investigate or pay out on the claim. **Please do not dispose of any of the packaging or labels that the item was shipped with as these will very likely be needed.**

If it is not possible for the recipient to complete the required form within the required time scales, assist us in the claim or they have not retained the shipping material, it is very likely that DPD will not pay the claim and will be unable to replace or credit the shipped goods under the insurance policy.

We expand this cover to include many of the common Microsoft solutions and desktop applications organisations use as a critical part of their organisation and we can achieve this through our **Microsoft partner status** and the extensive training our team go through to deliver this support.

In practice, however, organisations have a myriad of technology partners that they use to provide everything from an internet connection, accounting software, line of business applications, CRM systems and website, to name just a few, and these can directly impact an organisation's ability to function and our ability to support you. We interact with hundreds of other providers as part of our role and we have found, through experience, that there are some great providers and some very bad ones and the solutions and support they provide makes a huge difference to the companies we work with.

Perhaps the most challenging third-party vendors can be internet service providers and application providers such as Sage and Act! or design software vendors such as CAD where the help, advice and guidance our clients get can be poor and the business impact of faults can be very high.

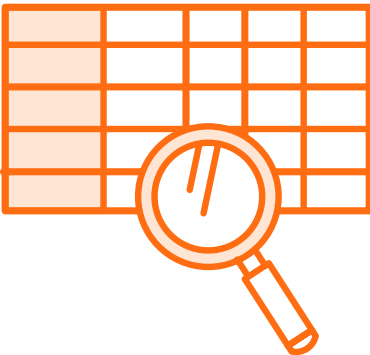*IMPORTANT INFORMATION about how we support Sage*

Third-party

TELEPHONE BASED APPLICATION AND SUPPLIER SUPPORT

Our primary focus for support is based around the devices that you have on cover with us via your **Support+ plan** such as servers, desktops and laptops and how that device performs.
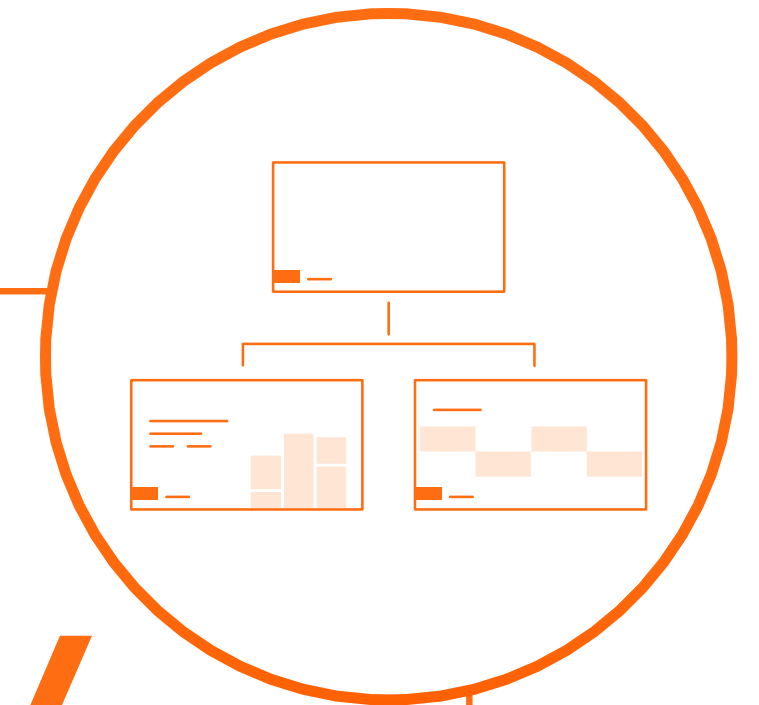
We completely understand that many organisations want a single point of contact to raise an issue with and, in many cases, we are the quickest and easiest partner to escalate a fault to, particularly if there is some uncertainty over which supplier the fault may sit with.

To address this, every **Support+ plan** includes telephone based third-party application and supplier support, however, there are, of course, limitations to what we can achieve when reliant on an outside organisation.

Third-party telephone-based support.

What we can do	What we cannot do
Be your first point of contact if you are unsure who to go to	Log faults on your behalf*
Carry out initial fault diagnostics to identify where the fault(s) may lie	Our support cannot replace any support or warranty that the third-party may supply
Provide useful information or diagnostics to provide to any third-party provider	Provide the same level or guidance on product upgrades that the third-party supplier can
Provide direct access for any third-party provider that requires assistance from us to resolve the issue	Provide support, maintenance or upgrades that should be provided by the third-party
	Provide resolution times or guarantees for items outside of our control

* In many circumstances it is not possible for us to log faults as we may not be authorised, able to adequately describe the issue or provide access to the third-party to demonstrate the fault. That said, there are circumstances when it is appropriate for us to do this and, in those situations, fault logging is carried out by an IT Champion team member.

Every organisation that we support is completely free to work with any provider they wish, and this is absolutely as it should be.

For this reason, we can only provide third-party application and supplier support on a reasonable endeavours and fair usage basis.

In exceptional circumstances, we may advise that we are unable to provide third-party support to an individual application or service provider where the burden of doing so regularly far exceeds the estimated usage. In this instance, we will work with you to identify a way forward.

Additional services that we provide such as Anti-Virus or spam filtering do not fall under third-party application and supplier support as these are fully covered under Unlimited telephone and remote support.
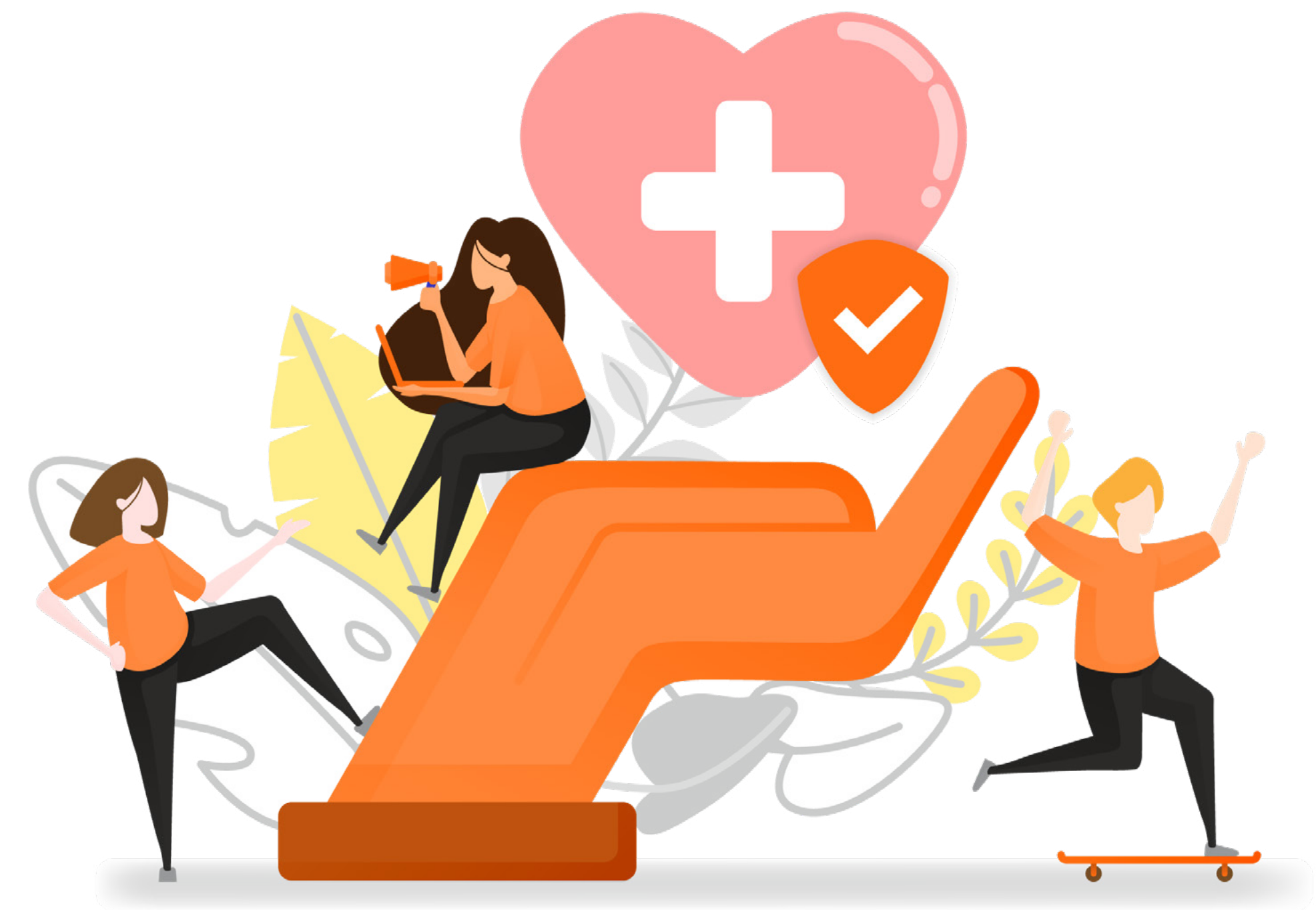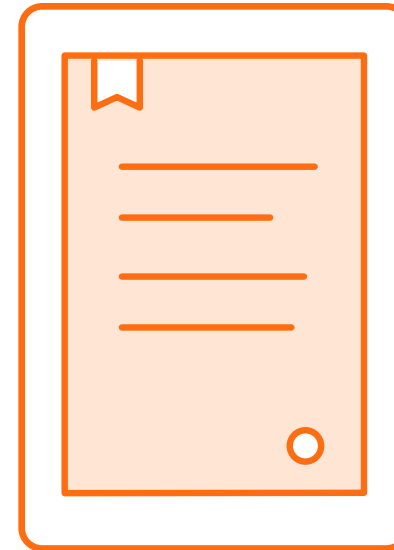
Mobile phone

AND TABLET (NON-WINDOWS) SUPPORT

Mobile device support is quite limited as we cannot 'connect' to the device remotely and can only provide limited telephone support.

For this reason, the support we provide is solely around adding, removing or fixing business email accounts that we manage.

+ It may also be necessary for us to ask you to come to us with your device if we are struggling with over the phone support.

+ In some instances, it may be necessary for support to be sought from the manufacturer or supplier and this will be outside of our ability to help with.
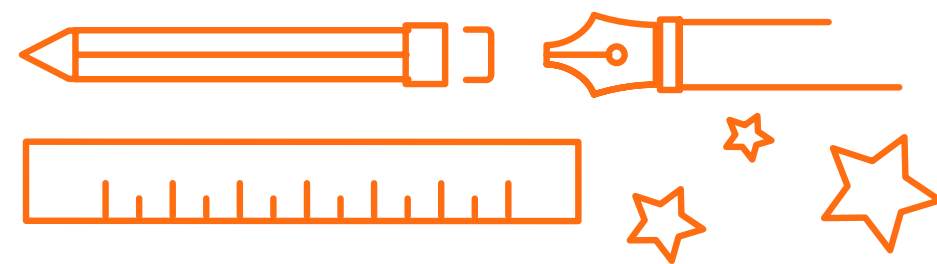
Authorisation

Our support works best by allowing your team to contact us directly. When they do, it's important that we know how to handle situations that require escalation.

+ **When we are asked to make changes** or to do something that is likely to have a cost implication, we will first seek approval and we class a change request as anything that falls outside of fixing an issue. When fixing an issue that may involve cost, such as a site visit or additional hardware or software, we will seek approval from the organisations appointed point-of-contact first.

+ **A change request** may also involve making changes to a computer (by installing software) or granting access to a file or folder on the server that the user doesn't currently have. We would not, however, count adding printers or installing approved company software unless otherwise specified.

+ **For this reason, we may ask you to email** in requests and there may be a delay in us actioning these requests whilst we await the appropriate authorisation.

Emergency

OUT OF HOURS SUPPORT (OOH)

Whilst it's very unlikely you will need us out-of-hours, you can log a call with us on our standard number and register an Emergency Request.

Click here for our OOH support plan options

+ **Standard – available to all clients**
Simply dial our standard office number (01392 454750) out-of-hours and you will be directed to the OOH system. By leaving a message, it engages one of our technicians and we will provide support on a reasonable endeavours basis. **This support is not covered within our standard support plan and is charged at 1.5 times our standard hourly rate per hour and 2.0 our standard hourly rate from 11.00 pm to 6.00 am and on bank holidays.**

We operate on UK time, adjusting for either Greenwich Mean Time (GMT) or British Summer Time (BST) as applicable.

Cyber Security

TRAINING

For some time, we have been offering instructor-lead, cyber awareness training to you and your team and we encourage you to use this free service.

Our cyber team will also be very happy to discuss creating a customised, company specific awareness training program based around any specific company or regulatory requirements that you have.

*Book Cyber Awareness training now*

Training

AND EVENTS

We are focused on increasing the number of events, workshops and training courses we hold and we will be building on this moving forward.

As a client, you already have access to some great resources, and we recommend signing up to our partner newsletter and keeping an eye on our upcoming events and training programmes via these links.

Click look at our training page

eventbrite

iT Champion
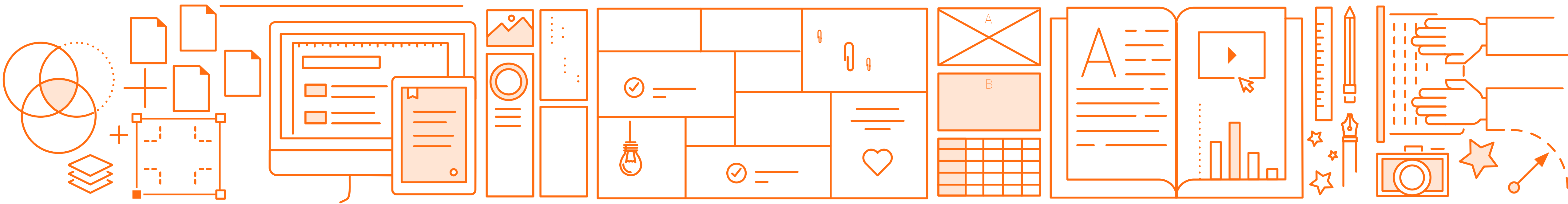
We look forward to working with you and being part of your team.

If you have any questions at all about how your IT Support plan works, we would love to hear from you.

Matt Phillips, Managing Director   Glenn Gould, Operations Director   Kyle Gould, Service Delivery Manager