Guide to IT Support

m2
Assist

Shaping IT for the ambitious business

Welcome to M2 Computing

Our M2 Assist IT support service is managed through personal contact; answering questions, offering informal instruction, technical troubleshooting and providing important business services such as disaster recovery. This guide provides you with all the information you will need to contact our support team with your issue, so we can deal with it promptly with minimal disruption to your working day.

Your Account Team

We can all be reached on our main office telephone number:

01293 871971

Or via email:

accounts@m2computing.co.uk

operations@m2computing.co.uk

support@m2computing.co.uk

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Technical Support

If you require technical support, please contact the M2 Assist Support team:

01293 876000

support@m2computing.co.uk

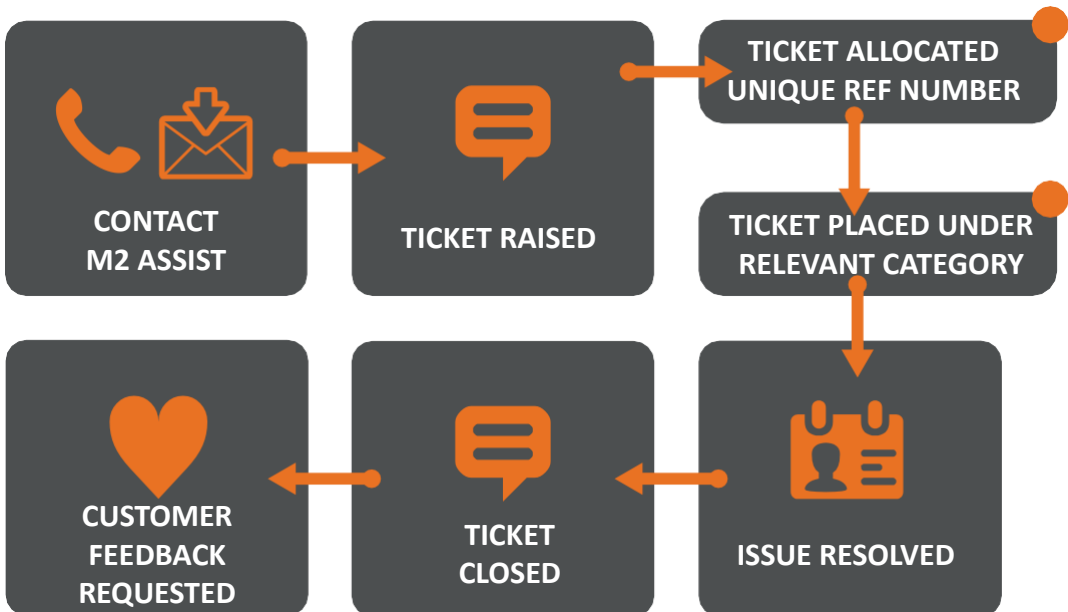## Service Desk Opening Hours:
0800–1800 Monday to Friday

If you have purchased the 24/7 service support upgrade the same contact details apply.

The M2 Assist IT Support Process

Every request will be logged into our technical support ticketing system, allocated a unique reference number and then categorised accordingly depending on the priority and complexity of the request.

The majority of support requests will be categorised as a standard incident. If you feel the ticket requires a higher category or priority, please discuss this with your service technician. We aim to resolve every ticket as soon as possible within the category timeframe. Customer feedback is important to us, so following every ticket closure, we issue a short customer feedback questionnaire so we can improve the M2 Assist service.

CONTACT M2 ASSIST → **TICKET RAISED** → **TICKET ALLOCATED UNIQUE REF NUMBER** → **TICKET PLACED UNDER RELEVANT CATEGORY** → **ISSUE RESOLVED** → **TICKET CLOSED** → **CUSTOMER FEEDBACK REQUESTED**

Standard Incident

Description - Component of functional failure, which affects part of the system with minor business disruption

Response - Within 4 working hours

Major Incident

Description - Component or functional failure, which affects part of the system with significant business disruption

Response - Within 2 working hours

Critical Incident

Description - Component or functional failure, which affects a business critical service

Response - Within 2 working hours

Remote Administration

Description - Where a request is logged to add or change the computing environment

Response - Within 2 working days

Disaster Recovery

Description - Component or functional failure, which affects the entire system

Response - Within 1 working hour

How do I?

Description - Where advice is being sought by the client on how to use the functionality of a component within the infrastructure

Response - Within 2 working days

Out of Scope

Description - If an incident is logged and it is outside the scope of the contract

Response - We will first request client management approval as there maybe additional charges

FAQs

Q: How often will I receive the M2 Assist client services report?
A: We will email it to you quarterly. If you wish to discuss the contents of the report please email us at operations@m2computing.co.uk or call us on 01293 871971.

Q: Who do I speak to regarding other services from M2 Computing?
A: Please email us at enquiries@m2computing.co.uk or call us on 01293 871971

Q: Who do I contact regarding invoicing or payments?
A: Please email us at accounts@m2computing.co.uk or call us on 01293 871971

Q: What if I am not happy with the response time or category level applied from the Service Desk?
A: Please raise this with your service technician during the call logging process. If you wish to discuss further please contact Tanya Haeffele by calling 01293 871971

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