

Our Service Promise

GRANULAR IT has a contractual target (Service Level Agreement – SLA) for working on any IT problem, including providing on-site support where needed. Our target is to achieve greater than 90% of these SLAs.

Service definition	Service Targets
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Helpdesk

All calls answered	Within two minutes
Proactive server monitoring	24/7
Hours of service	Mon-Fri 9am-6pm (out of hours support available)

Technical Support

Priority 1	Entire system unavailable – e.g. server, internet, email, network failure	Response within 10 minutes and on-site within 3 working hours
Priority 2	Business critical system unavailable for individual user	Begin fix within 2 hours and on-site by next working day
Priority 3	Individual user with intermittent problems	Begin fix within 8 hours and on-site response within 3 working days

Project Installation

Installation of PCs, software, peripherals Major project inc new servers, office moves, software roll-outs etc	3 working days after delivery
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What is included as part of our IT Support Service.

We provide remote technical support for your desktops, servers and networked equipment. If a support call cannot be fixed remotely, an onsite engineer will be sent out.

Remote Technical Support Functions

- Call answering, logging and escalation
- Call monitoring
- Immediate fault fixing by telephone (when possible)
- Advice and assistance
- Controlled call closure
- Suggestions for upgrades, system changes and user training
- Remote control support of users (provided facilities are available)

Installation Functions

- Needs analysis
- Procurement advice
- Scheduling
- De-installation and de-commissioning
- Asset management database update
- Single user installations e.g. PC build

Support Functions

- Technical analysis
- User liaison
- Problem resolution
- Call resolution

System Administration Functions

- Daily pro-active server monitoring and reporting
- 24/7 pro-active server monitoring (e.g. backups, anti-virus, capacity)
- Server service pack updates, as required
- User administration (creation, deletion and amendment of accounts & security rights)
- Printer administration
- Server management
- Capacity monitoring
- System backup monitoring

Additional project work

GRANULAR IT will charge extra for any project work, having produced a separate, written proposal for any major or standard project. These include:

- Office relocations
- Server installations
- Software development
- Networked application and client/server installations
- Coordinated roll-outs of multiple desktops or applications (e.g. Installation of anti-virus software on multiple machines)
- Network equipment installations and shared equipment (e.g. networked scanners, network printers, hubs, routers, switches and firewalls)