

BUILD > MAINTAIN > ENHANCE



SERVICE

A BRIEF INTRODUCTION TO THE
TEAMnetwork TECHNICAL SUPPORT
SERVICE – WE CALL IT **SERVICE**.



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what is it?

Service is there to help clients with technical issues, network problems, systems changes, and hardware issues. Service clients have direct access to a team of expert systems engineers, available to resolve technical issues – big and small – on a day-to-day basis.



how does it work?

Clients can raise an issue over the telephone, online or by email. Issues are logged and managed in TEAMlink – our online business portal – and clients can track the progress and history of any issue, in real time.

Our technical team will work with you to resolve any issues over the telephone, by remote access to your systems, or if necessary, by visiting you onsite.

You're charged only for the time it takes to resolve problems, at a competitive hourly rate (minimum charges apply), and for travel time if we need to resolve your problem onsite. We also offer a priority call-out service and rapid response.

what are the benefits?

When you choose Service, you'll get all the benefits of a proven and responsive technical support service:

- Support to handle and resolve your day-to-day technical issues
- Access to a dedicated team of experienced systems engineers
- Clear and transparent time charges so you can monitor and control costs
- Faster resolution of technical issues with remote system access
- Priority response for serious or severe issues
- Daily updates on issues available online through TEAMlink
- Expert support to help you keep your systems operating.



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an individual approach every time

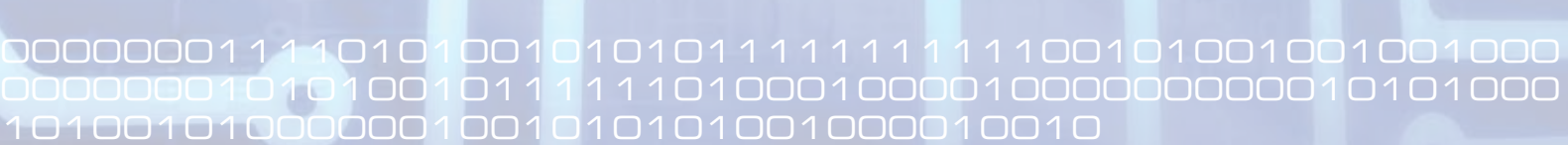
Because every client has unique needs, we've developed flexible ways of delivering our service. There are four levels – Casual, Service Agreement, Extended Cover and Total Cover. Each level has different features and benefits. If the solutions here don't suit you, we can work with you to develop an approach that's right for your business.

What level of Service should I choose?

Take a look at the features of each of the levels of Service we offer. It will help you work out which level is right for you.

	CASUAL	SERVICE AGREEMENT	EXTENDED COVER	TOTAL COVER
Cover and support	Monday to Friday, 8am – 5pm (excluding public holidays)	Monday to Friday, 8am – 5pm (excluding public holidays)	7 days a week, 6am – 10pm (public holidays by arrangement)	7 days a week, 365 days a year, 24 hours a day
Guaranteed response times	x	✓	✓	✓
A dedicated technical team	x	✓	✓	✓
Priority issue service	x	✓	✓	✓
Preferential service	x	✓	✓	✓
Access to TEAMlink	✓	✓	✓	✓
Severity response call-out fee	Standard call-out fees	Reduced call-out fees	Reduced call-out fees	Reduced call-out fees
Most faults resolved in under five minutes free	x	✓	✓	✓
Your investment	No monthly commitment with standard hourly rates and call-out charges	A monthly fee with reduced hourly rates and call-out charges	A monthly fee with reduced hourly rates and call-out charges	A monthly fee with reduced hourly rates and call-out charges

We've tried to keep Service simple and straightforward, but if anything isn't clear, please get in touch. We can explain anything you're not sure about and answer any of your questions.





TEAMnetwork specialises in building, maintaining and enhancing IT systems. It's our job to make technology perform better for the businesses we work with and we take it seriously. We're one of the most innovative IT support companies in New Zealand and we offer a complete range of services across the country. To find out more, visit our website www.teamnetwork.co.nz or read our **TEAMnetwork** profile.

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www.teamnetwork.co.nz

Call 0800 832 6638

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