



SERVICES DELIVERY

Process starts when: Onboarding is completed

HOW IT WORKS

THE ANCHORED IT PROCESS



CLIENT TIPS FOR A SUCCESSFUL SUPPORT EXPERIENCE:

- 1 Use the client portal to create tickets, check status or add service request notes
- 2 Be specific about the problem you experience and include troubleshooting steps you've tried
- 3 Do not create a request with a generic "Help" in the subject line as it will delay prioritization
- 4 Follow procedures of submitting new hire and user termination checklists in a timely fashion
- 5 Be ready to answer questions, even repeat ones. Your answers often help us solve the problem faster!
- 6 Be flexible with scheduling to allow us to resolve your issue faster
- 7 Test the implemented solution as requested
- 8 Return our QA calls and emails promptly to confirm problem resolution
- 9 Be patient and kind. We genuinely want to help you and resolve the issue as quickly as possible!
- 10 Complete our survey to help us improve our service



Welcome to IT Support by Anchor Network Solutions!

Thank you for choosing Anchor as your IT Support provider. We are here to assist as your virtual IT support staff and our goal is to provide you with the highest level of support possible. Following are some important guidelines for submitting support requests that will aid us in providing help with your computer needs.

How to Contact Us - Three ways to request support!

Client Access Portal - <http://support.anchornetworksolutions.com/>

Our portal allows you to log directly into our system and create a support request ticket yourself. This is the best and quickest way to inform us of an issue and track the progress! *We will be installing the portal on each computer and placing an icon on your desktop.* For most clients, this will perform an auto-login for you when you open the application. If, however, you forget your password there is a forgot password button on the portal homepage to reset it.

Email - support@anchornetworksolutions.com

To avoid telephone tag, email is another easy way to inform us of your support needs. Simply send an email to support@anchornetworksolutions.com with a brief description in the subject line, and a more detailed description of the problem in the body of the email. When you submit a request via email, a ticket is created and a technician will be in touch to assist in resolving the issue for you. Please do not email a technician directly as it may delay the service request response time. All of our technicians monitor the support email inbox so the first available technician can respond to your needs.

Telephone - 303-904-0494 opt 1

You may also request support by calling us direct at 303-904-0494 opt 1. If a technician is not available to take your call, *please leave a voicemail* as this will hold your place in line for the first available technician. We do our best to answer all support calls by phone; however, there will be times when all technicians are busy assisting other customers. When this occurs, a service ticket will be created and a technician will return your call as soon as possible.

Response Times & Support Hours:

At Anchor Network Solutions, our goal is to resolve your issue as soon as possible. In fact, 90% of all service requests get responded to a head of the customer's guaranteed response time! Response time guarantees are based on your company's service agreement with us and are detailed below:

Support Plans: Total CommITment and Total CommITment Lite

Anchor will review the level and type of contract your organization has approved.

Service Desk Support Hours: Monday through Friday 8am-5pm MST

SLA & Response Times

Priority	Criteria	Target Response Time	Resolution Time
<p style="text-align: center;">1</p> <p>Critical/VIP</p>	<ul style="list-style-type: none"> • Affects more than five individuals for the company. • Is mission critical and there is no workaround available. • Affects VIP in organization (VIP's determined per company) <p>Examples: E-Mail services are not functional; Server is down; network printing is not available; CEO cannot connect into the network remotely</p>	<p style="text-align: center;">1 Hour Initial Response/Work to Begin.</p> <p style="text-align: center;">Issue will take precedence over other "routine" tickets and work will begin as soon as absolutely possible.</p>	<p style="text-align: center;">ASAP - Best Effort</p>
<p style="text-align: center;">2</p> <p>High VIP - Standard</p>	<ul style="list-style-type: none"> • Affects one to five individuals for the company • No workaround available for the issue but not mission critical • VIP – Person is of VIP status but issue is not critical or needs scheduled. <p>Example: Mobile device failing to sync email but Outlook is working on all computers.</p>	<p style="text-align: center;">4 Hour Initial Acknowledgment; Work to begin in 6 hours.</p> <p style="text-align: center;">Issue will take precedence over other 3 and 4 priority tickets. Same day to work and try to resolve issue.</p>	<p style="text-align: center;">ASAP - Best Effort</p>
<p style="text-align: center;">3</p> <p>Standard</p>	<ul style="list-style-type: none"> • Affects fewer than five people • Workarounds available <p>Example: Can't check e-mail from one computer but can log into another or use Webmail. Network printer is down but can print from another one in the office.</p>	<p style="text-align: center;">8 Hour Initial Acknowledgment; Work to begin within 24 hours.</p>	<p style="text-align: center;">ASAP - Best Effort</p>
<p style="text-align: center;">4</p> <p>Unsupported</p>	<ul style="list-style-type: none"> • No effect on productivity • Unsupported software or Hardware <p>Examples: iTunes is not activating; Pandora not responding</p>	<p style="text-align: center;">Best effort as time allows. No guarantee of initial response or work.</p>	<p style="text-align: center;">ASAP - Best Effort</p>

Response Time = A technician has seen and been notified of the issue. Anchor has begun work to resolve.

Resolution Time = Anchor's priority is to resolve any issue that is being worked as soon as possible. Resolution Time is ASAP and our absolute best effort using all resources available.



ANCHOR
NETWORK SOLUTIONS, INC.

Anchor Tools in Review

Webroot Antivirus

- This is included with your service plan and will be installed on each workstation owned by your organization.
- Webroot is a well-known and reputable anti-virus. Anchor manages this across our entire customer base.
- Should someone need to uninstall or disable this temporarily, reach out to us and we can assist.

Datto RMM (Remote monitoring and management)

- This is Anchor's monitoring tool and is used for reporting, alerts, patching, etc. It is our primary software to help manage and maintain a network.
- The software will be installed on each computer and run at startup.
- You will see an Anchor logo or a blue and white icon in the bottom right corner.

Splashtop

- Anchor provides a free Splashtop subscription for each computer on your network.
- This is a fantastic remote access tool that works across all platforms – PC, Mac, Tablets, etc.
- Should any user want to use it to remote in while away from the office, we can help get that setup for them. Anchor also uses this to access and help resolve issues remotely.

Duo

- This is security software that monitors logins on the server only. It will ONLY be installed on the servers at your organization.
- Duo requires anyone logging in to have a valid token as well as password.
- We can exempt any login from needing this should someone internal to your company access the server on occasion. Please provide us those users and what they would be accessing.