Welcome to Smart Support

A Quick Guide for Clients. v1.4 February 2024

Thank you for signing up for Smart Support; an innovative, next generation IT support service!

This document is designed as a quick "how to guide" for new and existing clients who may have been used to a slightly different model of support with us, or another IT provider in the past.

What is Smart Support?

Smart Support is a faster, more efficient IT support service that is driven by cutting edge technology.

In the past, many schools logged IT issues internally using a logbook or document stored somewhere on the network. This became the technicians "to do" list when attending scheduled visits. Smart Support works by <u>not</u> relying on the next scheduled visit to address these issues – simply contact our service desk team, using one of the methods outlined below, and we can start working on your request straight away. This will also allow your visiting technician more time to do proactive tasks and improve the performance of your network.

Smart Support includes:

1. A cutting-edge Remote Monitoring and Management (RMM) system.
2. Unlimited reactive support from our office-based service team – remote and onsite where required. This service is available to you all year round – even during the school holidays.
3. An optional regular proactive maintenance visit of up to 2 hours during term time (the frequency will depend on your contract). Please remember that scheduled visits are for proactive maintenance tasks and not for new installations and system upgrades, and that **there is no proactive support visits in the first week / fortnight of the Autumn term** depending on your contract visit frequency to allow for faster response times to all schools' emergencies.

The rest of this guide focuses on the support service. There are a range of other Smart Support benefits such as detailed reporting, strategic planning, and insights into your network – please ask your account manager for more details.

About the RMM system

You may have noticed that a new icon has appeared in your system tray (the bottom right of most Windows desktops) on your computer, similar to the jigsaw piece to the right. This is our Remote Monitoring and Management tool (RMM), also called an "agent", and has been deployed to all the devices at your site.

This agent is constantly monitoring your device to ensure that it is up to date with important updates and anti-virus software and is running effectively. If it detects a problem, it automatically logs a ticket on our service desk and in most cases the issue will be fixed remotely by one of our team without you noticing or being affected.

These "agents" will reduce the time spent by our visiting technicians fixing minor issues and will enable their time to be spent working with you to improve the educational outcomes of your IT estate.

In addition to this, the **Computeam Support** desktop application has been installed on your device, identified with the icon to the right. You will also find this in your computers system tray (as well as a desktop icon) and this will allow you to log a support request directly with our Service Desk team.
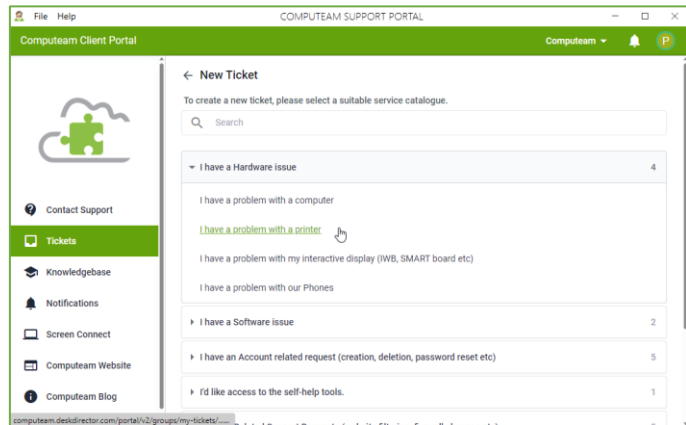
How do I log a support ticket?

Agents are great, but they won't pick up some issues that you may have written in your onsite logbook in the past and waited for you next scheduled technician visit.

We would encourage you to log tickets for ALL IT issues, no matter how small or low priority they may be. That way, we can start working on the issue straight away remotely and you don't have to wait for your next scheduled visit. It's quick and easy to do and you have several methods available to do this:

1. **Computeam Support Portal** – This can be accessed via the desktop application installed on your Windows computer or via your web browser by visiting the following address: http://compu.team/portal.

   When accessing the client portal you can submit new support tickets, view the status of open tickets (as well as add updates or additional screenshots or log files) and even cancel or close tickets. You can also look at your closed ticket history. For new support requests, there are several ticket "templates" to cover common issues that will ask you for specific information and help the service team with dealing with your support request.

   You can get further guidance on how to use the portal via the following link: http://compu.team/portal-kb

2. **Email** – Send an email to support@computeam.co.uk from your school or business email address with as many details as possible – for example your name, the device you were using, and a thorough description of the issue that you have encountered. This email will automatically generate a support ticket when it is received.

3. **Telephone** – You can call our service desk team on 0800 862 0123 between 08:00 & 17:30 Monday to Friday to speak to a service desk technician. We recommend phoning our Support team if you are reporting an urgent issue (such as loss of internet, loss of internal network etc)

What Happens next?

Once a support ticket is received, we will judge the severity of the issue (see our SLA document for how we do this: http://compu.team/sla), prioritise your ticket accordingly and then proceed with a resolution which will be either:

- **Remote Support –** A member of the service desk team will be assigned your support request and it will be actively worked on. You will receive e-mail / telephone communication when technicians have made progress or resolved your issue. Should the issue prove to be more complex to resolve, it will be escalated to our Tier 2 or Tier 3 support team (or set as an on-site ticket should a technician be required on site to further progress or resolve the issue).

- **An Onsite Visit** – Your Smart Support agreement includes unlimited on-site reactive visits *– **you don't need to wait for your next scheduled visit.*** We will schedule a technician to attend site at a convenient date/time and confirm this with you. Any reactive visits will not count towards your allocation of scheduled visits.

If your ticket is a request for advice, guidance, or a settings change on your network it could be allocated to the technician on their next visit to you. Logging all support requests as and when the arise will ensure your visiting technician will arrive at your site with a full overview of all current issues requiring their attention**.**

What shouldn't you do?

- **Please don't use an onsite logbook** - the best way to improve the service you receive is if you follow the ticket logging procedures as above.
- **Don't wait for your technician to come in to let them know about issues** - if issues are raised using the ticket logging procedures above, they can arrive forewarned and prepared to best assist you, or we might even be able to address the issue remotely before your next visit!
- **Please don't try to use your scheduled visits for new installations and system upgrades** - It isn't designed for this, and quality issues can occur when technicians are asked to complete non-scheduled project work during scheduled visits. Installation and system upgrade work should be arranged with your Account Manager and these will be actioned as dedicated projects.