

Welcome to Smart Support

A Quick Guide for Clients. V1.1 September 2018

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 log-book or document stored somewhere on the network. This became the technicians "to do" list when attending scheduled visits. Smart Support works by not 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 visit 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 remote monitoring and management tool (RMM), also called an "agent", has been deployed to the devices at your site. It runs in the system tray (bottom right of most Windows desktops) as a little jigsaw puzzle piece like this one:



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, a **Computeam Support** App has been installed on your device, identified with this icon: which allows you to log Support Tickets directly with our Service Desk (see below).

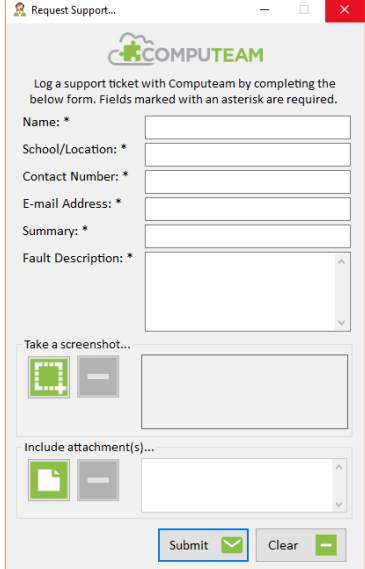


How do I log a ticket?

Agents are great, but they won't pick up some issues that you may have written in your onsite log book 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 and you don't have to wait for your next scheduled visit. It's quick and easy to do and you have four ways available to do this:

1. **Computeam Support App** – If you double click the **Computeam Support Icon**  in the system tray or on your desktop, you'll get a pop up window (pictured right) which will allow you to log a ticket with just a few clicks – it will automatically record technical details from the machine it is open on and allows you to take a screenshot of any errors you may have on screen, as well as include additional attachments (such as documents, log files or screenshots).
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 at Computeam.
3. **Web** - Log a support ticket directly on the Computeam website <https://www.computeam.co.uk/remote-support>
4. **Telephone** - call our service desk team on 0800 862 0123 between 08:00 & 17:30 Monday to Friday to speak to a service desk technician.



What Happens next?

Once a support ticket is received, we will judge the severity of the issue (see our SLA documents for how we do this), prioritize your ticket and then proceed with a resolution which will be either:

- **Remote** - if so the ticket will be worked on very quickly and you will receive email/telephone updates, when technicians have made progress or resolved the issue.
- **Require 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 the ticket is a request for advice, guidance or a settings change on your network it might be allocated to the technician on their next visit to you. In this way ***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 your onsite logbook - the best way to improve the service you receive is if you follow the ticket logging procedures 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.
- Please don't try to use your scheduled visits for new installations and system upgrades. It isn't designed to do 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.