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## 1. Introduction

**Myriad Digital** specialise in supplying professional IT support and other IT services to established and new businesses in the south west of England. Our experienced qualified engineers provide prompt and efficient network support in Devon and beyond, including Torbay, Exeter and Plymouth.

Our goal is to function as your business partner and to proactively manage your IT so that you can manage your business without worrying about your IT infrastructure. We provide flexible solutions that offer high quality support, strategic advice and expert project management and implementation. Our approach is one of flexibility, transparency and reasonableness in order to build up a long term relationship.

We are able to provide various levels of support services from total outsourcing of your IT support, adhoc support, to stand-in or supplementary support for internal IT support staff.

**Sales and Installations** - as computer consultants, we advise on every aspect of a successful hardware and software installation from a single computer to a local area network or VPN. We supply quality branded equipment at competitive prices from Dell, Acer, Toshiba, HP Compaq and others.

**Support services** - Myriad Digital provide professional computer network support that ensures all-round smooth and reliable operation. We offer the assurance of prompt, professional assistance from our qualified computer engineers. This support is offered on either contracted, or a prepaid voucher basis to suit budget. Let our in-house consultants take care of all your IT requirements with assistance from our qualified support engineers. Network support services cover the South West, including Torbay, Exeter and Plymouth.

**Network & System Security** - as computer consultants, we make sure that businesses are not compromised by poor system security. We protect systems from threats by making sure networks are secure, prohibiting computer viruses, trojans, worms, malicious hacking etc. We can assist in developing formal IT security policy, penetration and security testing and implementation of security technology.

**Advisory Services** – using our expertise and knowledge, we can help your company grow by working with you to develop and sound IT strategy. We will identify areas for improvement and will advise of the appropriate, cost effective and reliable technological solutions to meet the objectives.

**Design and Implementation** – we have extensive knowledge of network design to ensure optimum use of resources and infrastructure. We can assist with the implementation of single computers, Small Business Servers, Internet connectivity, office-to-office connectivity and full network implementations.

**Remote Working** – we work with our clients to ensure that various remote working solutions are implemented. This can be from simple remote access to a single computer, to full VPN or remote desktop access for multiple users. We have extensive knowledge on the different solutions available.

**Hosting & Email** - we host web sites and provide organisations with reliable service, maximum uptime, quick servers and a range of flexible email services. In addition, we filter/stop spam and virus-infected emails reaching customers using our TrustedMail antispam and antivirus software. We arrange domain purchases and transfers, security certificates, payment gateways and many additional products and services.

**Web development** - as developers, our concentration is on creating sites that have quick-loading pages, offer clear communication and the functionality as required. We are committed to using the latest authoring techniques to ensure clear presentation, good navigation, full content and a style to suit the desired image. We create all types and sizes of sites from large data-driven e-commerce stores, to simple, brochure-style sites, right down to single-page web presences.

**Search Engine Optimisation / Marketing** - extensive knowledge of SEO and SEM enables us to provide organisations with successful search engine optimisation campaigns. Our SEO and SEM work increases the number of targeted visitors to web sites significantly.

## 2. Why Outsource your IT Support to Myriad Digital?

Ensure the reliable and efficient operation of your computer network by outsourcing all or part of IT support to Myriad Digital. By outsourcing your IT to us we will take away all of your IT worries and you will obtain the many benefits such as the following:

- ✓ Fast access to our experienced support engineers
- ✓ Proactive support and monitoring
- ✓ Fast problem resolution
- ✓ Reduce IT costs and Identify Savings
- ✓ Stability and reliability of your IT network
- ✓ Free up internal resources
- ✓ Fixed budgeting on IT spend
- ✓ System and data security
- ✓ Rapid recovery in event of failure of systems
- ✓ Helping you invest in the right IT infrastructure
- ✓ Improving staff productivity and performance
- ✓ Efficient mobile working solutions

All of our engineers are Microsoft Certified Professionals with relevant certifications from Microsoft, and we are partnered with various organizations such as Microsoft and DELL in order to provide effective solutions to your IT supply, implementation and support requirements.

## 3. Our Support Services

In order to meet the differing requirements of businesses, we offer flexible support packages to provide you with the knowledge that your IT problems are covered.

*Support or IT advice is a simple phone call away.*

Our Support Contracts provide the following:

- ✓ Direct landline and mobile number access to our support staff
- ✓ Online client portal for raising and monitoring support tickets
- ✓ Network Auditing and Inventory
- ✓ Pro-Active Server monitoring

Examples of what our support contracts provide are:

- ✓ Server support and problem resolution
- ✓ User and group account creation and configuration
- ✓ Resolving computer or MAC issues
- ✓ Removal of Trojans and Viruses
- ✓ Mobile Phone email configuration and synchronization issues
- ✓ Server, computer or network performance issues
- ✓ Hardware issues
- ✓ Resolving printer issues
- ✓ Security and service pack updating of Windows
- ✓ Backup scheduling and monitoring
- ✓ Offsite backup services
- ✓ Broadband and VPN support
- ✓ Microsoft Office, Exchange, SQL support
- ✓ Sage and other applications

## 4. Our Service Levels

We provide a number of levels of response time in order to resolve issues in a priority based fashion to provide the best level of service possible. Depending on the support contract implemented, these response times will vary. We define response time as taking proactive steps to resolve the issue in order to achieve resolution as quickly as possible without compromising on high quality level of support provided.

### Critical Response Time

This can vary between 1 Hour to Same Business Day. This covers problems that have a major impact on the day to day operation of your business.

Examples are as follows:

- ✓ Server not functioning
- ✓ Critical business application or database not functioning
- ✓ Whole network failure
- ✓ Virus outbreak
- ✓ Total email or broadband unavailable
- ✓ More than 50% of desktop computers not connecting

### High Priority Response Time

This can vary between 2 Hours to Same Business Day. This covers problems that have a significant impact on the day to day operation of your business and that have no suitable workarounds.

Examples are as follows:

- ✓ Internet unavailable for a group of users
- ✓ Remote office unable to connect to main office
- ✓ Partial network failure
- ✓ Backups failing
- ✓ Individual critical computer is down e.g. payroll PC
- ✓ Critical Printer is not working

### Standard Priority Response Time

This provides for Next Business Day response. This covers problems that are of an intermittent nature but the business is still able to operate and staff is still able to perform key tasks.

Examples are as follows:

- ✓ Non critical workstation not available
- ✓ Printing issues
- ✓ Email synchronisation problems with a laptop or phone
- ✓ Performance related issues
- ✓ Trojan or virus issue on a single PC
- ✓ New user accounts or account lockouts

### Low Priority Response Time

This provides for up to 5 Business Day response. This covers problems that are of an inconvenient nature or are required to maintain the network.

Examples are as follows:

- ✓ DVD Drive not working
- ✓ Calendar sharing
- ✓ Changing mouse or keyboard
- ✓ Moving computers

### Low Priority Response Time

This provides for up to 10 Business Day response. This covers new installations or requests for new IT equipment.

Examples are as follows:

- ✓ Additional Windows CALs
- ✓ New PC or printer
- ✓ New application installation
- ✓ Software upgrades

## 5. Our Guarantees

- ✓ Guaranteed Response Times
- ✓ Cost-effective and suitable solutions to your problems
- ✓ No techno-babble
- ✓ We Listen
- ✓ No nasty or unexpected surprises
- ✓ Fixed Pricing
- ✓ Highest Possible Level of Service

## 6. Call Management and Logging

We recognise that there should be simple method for the logging and monitoring of support calls. The method implemented should be designed to enable the easy logging and monitoring of the progression of a support calls. We have implemented a service portal as our preferred method of logging support calls. Access to the support portal can be provided to all users or only to selected users as required.

The procedure for logging a support call should be as follows:

- The support call should be raised via the service portal where possible
- Where not desirable or possible to raise a call via the portal, then telephone or email can be used
- A support ticket will be raised and an email will be received by both the customer and assigned engineer
- The customer or user can then update and monitor the support call
- If the call is not resolved immediately, the customer or user will receive updates via email on the progress of the call
- When the call is closed the customer will receive an email indicating the resolution and solution that was implemented
- If the customer or user is not satisfied with the resolution, then the call may be reopened and will be escalated

## 7. Network and Server Monitoring

Our support contracts provide for the proactive monitoring of all servers for various potential failure conditions such as free drive space, high CPU utilization, etc. In order to accomplish this, we use a variety of applications and methods to ensure your network operates as reliably and optimally as possible.

### Microsoft Performance Analyser

We use the inbuilt tools of Windows to create performance baselines so that future performance can be monitored and reported on. When performance issues do occur, we are able to monitor the performance and implement effective resolutions or make recommendations as to required upgrades or replacements.

### Network Inventory

We use a variety of software applications to maintain an inventory of the computers and network in order to implement a network plan document for our usage. A copy of this documentation is then supplied to you in either written or PDF format. We also label any equipment according to our standard format or any format required by you.

### Remote Administration

In order to effectively provide the fastest support possible, we install remote administration software on all servers and computers. This enables us to be able to access any computer when required, and this access can be limited if required.

### Monitor and Alerts

We configure all servers to alert us via email or console when any potential failure may occur. We are able then to proactively check the server and rectify the issue prior to any system failure.

### Server Health Checks

Dependant on the level of support contract, we will on a daily, weekly or monthly basis check all servers to ensure optimal performance and integrity. This includes checking anti-virus, tape backups, offsite backups, hard drive free space and general operation of the server. These health checks help to ensure that the servers are running optimally, that the servers are protected and that the potential for data loss is minimised.

## **8. Our PC Recovery Guarantee**

As part of some of our support contracts or as optional implementation, we provide a suite of applications in order to provide a high level of protection and quick recovery of computers should they become infected from trojans and/or viruses. In today's world of mass email SPAM, backdoor website infection and other Internet connected vulnerabilities, the biggest cause of downtime of computers, access to email or Internet is virus/Trojan infection.

Our PC recovery guarantee provides that if our suite of applications is implemented on any computer, in the event of a virus/Trojan infection causing loss of use of the computer, we will be able to recover that computer to a fully working condition within a period of 30 minutes of responding to the call.

## **9. Our Commitments**

Myriad Digital is committed to providing the best service possible to our clients in a transparent and flexible way. We will always do our best to support and work as a partner with you.

We provide the following commitments:

- ✓ Our staff are experienced and qualified in their relevant field
- ✓ We provide ongoing training and ensure our engineers continually follow a training regime
- ✓ Our engineers are friendly, approachable and communicative
- ✓ We are honest and ethical
- ✓ We respect our customers and their aims and ideals
- ✓ We will provide the highest level of service possible
- ✓ We are open to any ideas or suggestions to improve our services
- ✓ High expectations and goals are our standard
- ✓ We value our customers business

**Thank You.**

We would welcome the opportunity to work with you on either an adhoc basis or as a partner on one of our support contracts to provide your company with the benefits of a stable and reliable IT system.