

**SERVICAD
IT SERVICE REQUESTS
FOR TERRA GREENHOUSES**

Version - 03/01/22

Thank you for choosing Servicad!

Our team wants to make sure you're getting the most out of our services, so we've put together a quick list of things you might need to know. Be sure to save and post this message for future reference, pass this message along to all of your colleagues and, of course, feel free to contact us if you have further questions at ops@servicad.com or 905-901-3365

TECHNICAL SUPPORT REQUESTS

When submitting a request you will be queued into our ticketing system, where our whole team will be alerted and respond to as quickly as possible. Creating a ticket is easy, simply choose a contact method below.

EMAIL

(Only the email address below is monitored and supported, no direct to tech email is monitored or supported.)

tickets@servicad.com

(General help desk service & triage, not for urgent requests)

PHONE

(Only this phone number & ext. is monitored and supported, no direct to tech voicemail is monitored or supported)

905-901-3365 x7 (24/7 General Help Desk)

(General help desk service & triage, or for more urgent requests). Requests made after regular business hours that cannot be resolved, will be escalated and responded to next business day.

905-901-3365 x9 (On Call After Hours)

What is considered emergency:

- Stores are down and can't process payment
- Servers are down and can't be reached
- Anything related to loss of income or inventory
- Hours: **M-F, 5PM-9PM, S-S & Holidays, 9AM-6PM**

TERRA AUTHORIZATION

Please note that depending on the nature of the request (e.g. purchasing, major changes, planned outages, 3rd party support on Terra's behalf, etc.) Servicad will require authorization from Terra prior to proceeding and may contribute to possible delay in response until obtained.

SERVICAD LOCAL TEAM HOURS

	REGULAR BUSINESS HOURS	ON CALL AFTER HOURS (EMERGENCY REQUESTS)
MONDAY	8:30 AM - 5:00 PM	5:00 PM - 9:00 PM
TUESDAY	8:30 AM - 5:00 PM	5:00 PM - 9:00 PM
WEDNESDAY	8:30 AM - 5:00 PM	5:00 PM - 9:00 PM
THURSDAY	8:30 AM - 5:00 PM	5:00 PM - 9:00 PM
FRIDAY	8:30 AM - 5:00 PM	5:00 PM - 9:00 PM
SAT & SUN	CLOSED	9:00 AM - 6:00PM
HOLIDAYS	CLOSED	9:00 AM - 6:00PM

RESPONSE TIMES

General Help Desk Service (Non Urgent Requests) is based on priority to sites overall impact, however we typically have an initial response to most requests within 1 hour.

Emergency requests will be responded to as quickly as possible and has an SLA (Service Level Agreement) response time of up to 1 hour.

POS RELATED (ARMAGH POS SOLUTIONS)**Catapult Retail POS Support:** 905-528-5903 or 1-888-528-5903**During office hours** (Press 1 for Support - 8:30 - 5:30 M-F) **After Hours** (Press 7)**Email:** helpdesk@armaghpos.com