ELEMENT.IT

GETTING THE MOST OUT OF YOUR TECHNOLOGY

Your Essential Guide to Getting Amazing Service & Support for your IT Infrastructure

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A QUICK NOTE FROM ELEMENT IT

Well, hello there!

My team and I are super excited to be working with you 😛

As you'll come to learn, here at Element IT we <u>LOVE</u> Technology!

(Yup, we're geeks).

And we <u>LOVE</u> helping people!

(watch for the smile on our face when we help you solve a technical challenge).

So, our mission is simple...

To help you and your team be highly profitable, wildly innovative & stupidly efficient by implementing and learning how to use the latest and greatest Technology to help power your business!

You might think it's weird, but we honestly wake up every day excited to help businesses like yours better use all the amazing Technology that exists out there!

As part of that, this short guide will arm you with all the information you need to get the most out of working with us.

I encourage you to take 5-10 minutes to read through it now so that when you do need our help – you'll know how to best get it!

We're looking forward to working with you!

Cheers,

Barry Walker

Founder, Element IT

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HOW CAN I GET FAST SUPPORT?

The first question you might have when working with us is... 'How do I Get Fast Support?', so here's our recommended ways**:**

USING THE ELEMENT IT ICON

This is the easiest and fastest way to get Help 😛

Simply click on our logo next to your clock and a window will pop-up, guiding you easily through the process!

BY SENDING US AN EMAIL

If you'd prefer email, simply shoot us an email to support@elementit.com.au

This will automatically pop-up in our system and we'll work on to it as soon as possible. You'll get an automated reply confirming we've got it!

USING THE ELEMENT IT APP

If you go to https://elementit.com.au/support on your mobile device you can download the Element IT app from there you can Create a Ticket, SMS us or Call us.

BY CALLING US

You can call us on (03) 5273 0230 whenever you need help, but this is quite often the slowest method as we are quite often on the phone.

If you need help URGENTLY, if create a ticket first using our Icon (see above) and put as much detail as possible into the issue description it will help us serve you faster. Even if we are busy, we can see the urgent ticket come in and can respond accordingly.

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HOW CAN I GET FAST SUPPORT CON'T

HELP US COMMUNICATE WITH YOU

When you log a ticket, you will get an email (from support@elementit.com.au) and an SMS (from 0488 846 669) to let you know the ticket number. You can reply to either that email or SMS at any time.

When you do, your reply will go into our PSA Software (like a CRM for IT Providers). All the staff that need access to that information can see the communication between yourself and our team. This makes it easier for other team members to work on your ticket when other technicians are with other customers or taking some time off.

If you start a new email our system will detect that as a "new ticket" and create a new ticket for you, which obviously slows down our response time to you. So please where every possible reply to an email from within the same email chain that relates to your current ticket.

You can view all your tickets (current and previous) in your customer portal. https://elementit.syncromsp.com/my_profile/user_login

ELEMENT IT FOLDER

A good way to manage emails from us it to have an "Element IT" folder in your emails and file our emails in there after reading them. Then if you need to ask a question about a specific ticket you can find the correct email to reply to and this will help train your spam filter, so you don't miss important emails from us.

> ⚠️ **IMPORTANT NOTE**
>
> **If you send emails to our Direct Email Addresses, this will very likely slow our response times down because we've built our processes to be quickest & most reliable when you use the methods above.**

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HOW FAST WILL YOU RESPOND?

We are a Shared Services business model it means you're sharing our whole team with the rest of our clients.

Whilst this is good as you don't have to invest huge amounts of money & time to build out and manage your own internal IT team, it means that we can't offer immediate support for you 100% of the time (we wish we could, but we'd need to charge 10x the price).

However, we know that one of the easiest ways to make you happy is to provide FAST and RELIABLE support when you need it most.

So, to keep things fair, we categorize all issues into Priorities and work them in order. This means that when you have a Critical issue – we can work on it SUPER quick (by taking a little longer to work on your lower-priority tasks).

Here's the times we aim for in each Priority, along with some simple examples:

PRIORITY	EXAMPLES	TARGET RESPONSE TIMES	VIP / MSP PLAN
Critical	Your Main Server is offline, and all users are unable to work.	**30 to 60 Minutes**	**10 Mins**
	One of your Network Switches has failed and stopped half the users from working.		
High	Your Internet Connection is offline, users can still work locally OK.	**1 to 2 Hours**	**30 Mins**
	Your CEO's computer has stopped working and they have an urgent task		
Medium	A user's desktop is making a strange noise	**2 to 4 Hours**	**1 Hour**
	One of the main printers is not working, but users can print to another one		
	A user is having problems connecting to the Wireless network		
Low	Printing is slower than normal	**4 to 8 Hours**	**2 Hours**
	A single user is unable to scan documents		
	A user needs a program installed on their computer or laptop		
No Priority	Pro-Active Maintenance of systems, including Software Updates.	**48 Hours**	**24 Hours**
	New User Setup and Configuration		
	New Desktop or Laptop Installation and Configuration.		

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WHAT CAN WE HELP WITH?

We're not just Computer People! We can also help you out with most Technology things related to your business. Here's a list of some of the services we can help with:

- ✓ Office 365 / Microsoft 365
- ✓ Microsoft Azure & Cloud Hosting
- ✓ Hardware & Software Supply and Configure
- ✓ Software Licensing
- ✓ Internet & Private Data Connections
- ✓ VoIP / SIP Trunking & Telephone
- ✓ Hosted Phone Systems
- ✓ On-Premises Phone Systems
- ✓ Website Hosting
- ✓ Penetration Testing
- ✓ Anti-Virus Solutions
- ✓ Backup Solutions
- ✓ Business Printers
- ✓ Procurement
- ✓ Cybersecurity
- ✓ IT Budgeting (create yours)
- ✓ IT Strategic Planning
- ✓ File Sharing
- ✓ Disaster Recovery Planning
- ✓ Business Continuity Planning
- ✓ DNS / Domain Name Hosting
- ✓ Domain Name Renewals
- ✓ Office Setups / Office Moves
- ✓ Spam Filters
- ✓ Phishing training
- ✓ Networking
- ✓ Printers & Photocopiers

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OUR RECOMMENDED TECHNOLOGY PLATFORM

There's a bazillion different types of Technology out there in the world.

Which makes it *impossible* for anyone to keep up with it all.

So, to ensure we can deliver world-class, fast, amazing service – we constantly work towards helping all our clients use quality business-grade solutions.

We aim for all of our clients to use as many of our quality business-grade solutions as possible and we make sure we maintain deep knowledge and training on everything provide you, so we can keep your IT Infrastructure nicely integrated, fast to support and world-class! Plus, we eat our own dog food by using it in our own business!

If you are looking for new hardware or software, please let us know so we can quote you on equipment that will meet your needs and configure it correctly for you.

YOUR CONTACTS

YOUR PRIMARY IT CONTACT/S

As part of your Onboarding, we asked you to appoint a Primary IT Contact from your side (or sometimes a few).

Your Primary IT Contact/s are the ones authorized to make changes to your Account and are who we send important information to.

If you're not the Primary IT Contact in your business, then it's best to speak to them whenever you have a request that includes adding / editing or deleting users or data as they'll need to authorize it first.

We have this security in place for your protection as we wouldn't want to give a new user access to your confidential data one day that didn't have authority to have access.

YOUR ACCOUNT'S CONTACTS

If you ever need any help with any Accounting Issues (such as needing copies of Invoices etc), simply shoot an email to accounts@elementit.com.au and our friendly Accounts team will help you out.

You can also call them on (03) 5273 0230 – they're available 9am till 11am Monday, Tuesdays, Wednesdays and Fridays.

You can also login to your client portal at https://elementit.syncromsp.com/my_profile/user_login or right-click on the Element IT Icon (Orange e) in the system tray to be able to download any Invoices you might need.

CREDIT ACCOUNTS

Currently, we don't offer Credit Terms or Credit Accounts because quite frankly, we're not very good at being a bank. We're far better off at helping you with Technology and we choose to focus on that instead.

If you are looking for credit, we're more than happy to work alongside your financial supplier to help you obtain credit on a project.

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SOME MORE IMPORTANT BITS

Here's a few more important bits of information to help you better understand and navigate the crazy Technology world and some of the terminology we may use when we're talking to you!

SECURITY VS USABILITY

In the Technology world, there's an ongoing battle between Security vs Usability.

Every day, there are millions of hackers around the world, trying to break into networks like yours. There are literally high-rise buildings full of these hackers in countries like Russia. And the best way to defend against them is to NOT use Technology at all. But that wouldn't be fun, right?

The problem with Technology though is that typically, the more secure your systems, the harder they become to use! On a graph, it looks a little like this:
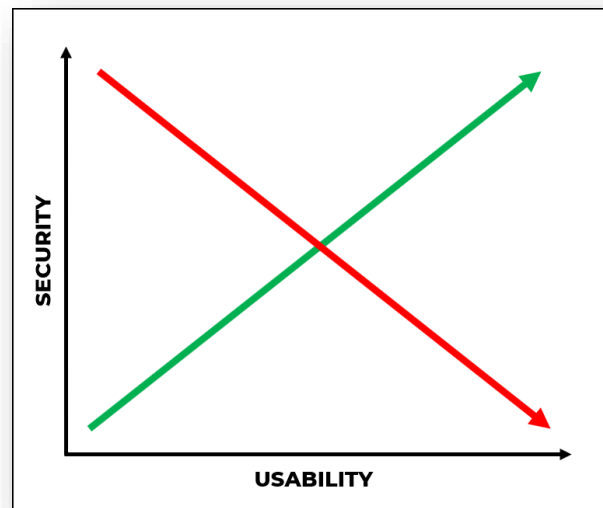
So, please know that we do our very best to make your business as secure as we can with the budgets you give us to work with. And, at the same time we also try to make things as easy to use as possible, while keeping security as high as we can.

You might notice this in things like our strong recommendation that every single user uses 2-Factor Authentication.

We know it can be painful to use because we protect 100% of our systems with it. However, turning it on, can help block LOTS of the most common hacking attempts that are happening on your network to help keep your data safe. We err on the side of high security, but we also aim to for easy usability.

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GLOSSARY OF TERMS

WHAT IS A TICKET?

A support ticket is a record of communication between you and our support team.

Each Tickets represents an issue, request, or event that requires action. Tickets help us to track, manage, and resolve client issues.

When you submit a ticket, the information is shared between you and the Element IT support team. The ticket logs email and SMS communication between yourself and Element IT on a thread. Support tickets are incredibly helpful way to manage information.

WHAT IS THE CLOUD?

The "cloud" refers to the storage of data on a computer in a data centre. Companies like Microsoft, Amazon, Google and Apple have massive data centres that store your data like emails, files and photos.

Examples include, One Drive/SharePoint, Google Drive, iCloud but then things like Xero accounting software, Spotify, Websites, Netflix, Zoom and many more.

You can access all of this data from virtually anywhere in the world by just signing in, making the "Cloud" super convenient.

The "cloud" is often thought of as a backup, but that is only the case if that Cloud Service is actually a Cloud Back Service like Datto Cloud Backup or DropSuite Cloud backup.

In their T&C's companies like Xero, Microsoft, Google and Apple clearly state that you are responsible for backing up your own data.

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WHAT IS CYBER SECURITY?

In Short, Cybersecurity is the practice of protecting systems, networks, and programs from digital attacks. These cyberattacks are usually aimed at accessing, changing, or destroying sensitive information; extorting money from users via ransomware; or interrupting normal business processes.

WHAT IS MFA / 2FA?

Two-factor authentication (2FA) also called Multifactor Authentication (MFA) is a security system that requires two distinct forms of identification in order to access something.

The first factor is a password and the second commonly includes a text with a code sent to your smartphone, or biometrics using your fingerprint, face, or retina.

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