Bondgate IT

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

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Director of Operations

www.bondgate.co.uk

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Welcome

Hi, both myself and the team at Bondgate IT are thrilled to be partnering with you.

Our passion lies in empowering businesses like yours to fully harness the potential of technology. We truly believe that technology can be a game changer and are committed to helping you make the most of it.

In order to provide the best possible service, we have put together a brief guide that will equip you with all the necessary information to work with us seamlessly. We encourage you to take a few minutes to review it now so that you can reach out to us with confidence when the need arises.

Thank you for choosing Bondgate IT. We are excited to be on this journey with you!

Damien Harrison

Director of Operations

How can I get fast support?

By using the Bondgate IT Client Portal.

This is the easiest and fastest way to get help

- On any device vist www.bondgate.co.uk/getsupport
- or Scan the QR code on the bottom of all User Guides.

Support via a phone call

You can call us between 08:00 – 18:00

on 01325 369 950 whenever you need help.

If you need help URGENTLY, make sure you call us.

← Scan for support

Email: support@bondgate.co.uk   Call: 01325 369950

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How fast will you respond?

At Bondgate IT, we understand the significance of swift and dependable support for your business.

That's why we meticulously prioritise and categorise all issues to ensure prompt resolution.

When you come across a critical problem, rest assured that our team will take immediate action to address it, even if it means slightly longer response times for less urgent tasks.

Visit the next page for our specific response times for each priority level, along with user-friendly examples.

Your satisfaction remains our highest priority.

SLAs

PRIORITY	EXAMPLES	GUARANTEED RESPONSE TIMES	TARGET RESPONSE TIMES
Major	Your Main Server is offline and all users are unable to work. One of your Network Switches has failed and stopped half the users from working. A VPN link between 2 x offices is offline causing one office to be unable to work. A key business system has stopped working.	2 Hours	15 Minutes
Intermediate	Your Internet Connection is offline, users can still work locally OK Your CEO's computer has stopped working and they have an urgent task Your main Accounting Software has stopped working and is unavailable	4 Hours	1 Hour
Minor	A user's desktop is making a strange noise 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	4 Hours	2 Hours
Cosmetic	Printing is slower than normal A single user is unable to scan documents A user needs a program installed on their Computer or Laptop	10 Hours	4 Hours
Proactive	Pro-Active Maintenance of systems, including Software Updates New User Setup and Configuration New Computer or Laptop Installation and Configuration	N/A	N/A

Escalations

Whilst we strive to exceed your expectations all the time, we're not arrogant enough to think that it's possible to be 100% perfect 100% of the time.

We are humans after all.

So, if you ever have a situation where you feel we're not handling your request as well as we could be, you can Escalate that issue... Right up to the "big boss" if you'd like!

Here's the order of escalation contacts.

Client Success Managers
Your Client Success Manager is your voice within Bondgate IT, all customers have a dedicated Client Success Manager who will ensure that your needs are being met.

Adam Pevie – Technical Support Manager
Adam has been with Bondgate IT 7 years working his way up through the ranks. He now oversees the support that is provided to our customers ensuring that responses and resolutions meet our customers needs.

adam.pevie@bondgate.co.uk

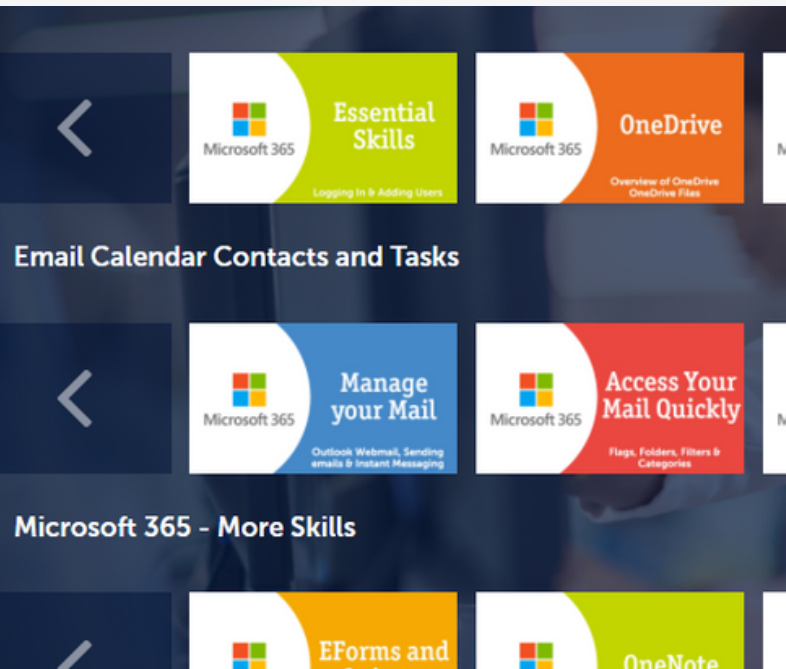## Damien Harrison – Director of Operations
Damien has worked in the IT industry for 20+ years in several sectors including healthcare, charity, legal, and manufacturing. He is responsible for ensuring that all teams at Bondgate are meeting customer needs.

damien.harrison@bondgate.co.uk
Mobile: 07931 842 833

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Training and Development

Training on how to use the different technology is available via www.bondgate.co.uk/learn here you will find three-minute videos covering all aspects of technology from Microsoft Office to simple security videos to help you stay safe online both at work and at home.
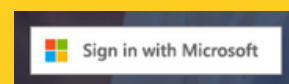
Top Tip
Our favourite videos are the 60 seconds of genius ones, which contain quick handy hints to common technology headaches.

How to access bondgate.co.uk/learn

Visit bondgate.co.uk/learn

Log in using your Microsoft 365 account by clicking

Sign in with Microsoft

If you are not a Microsoft 365 company, then you will be able to sign in using your email address and password for the platform.

If you have forgotten your password click the [Reset password] link, you will be emailed instructions on how to reset your password.

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Our Recommended Technology

Embracing the ever-evolving world of technology is both thrilling and a bit overwhelming, especially for business owners like you. But don't fret, we're here to make it all a breeze and help you ride the wave of innovation while keeping your sanity intact!

Ever heard of our Recommended Technology Platform (RTP)? It's like a treasure trove of top-notch tech solutions that we not only use ourselves but also recommend to our cherished clients.
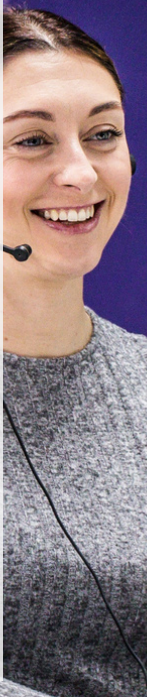
No need to stress about compatibility glitches or puzzling tech troubles. We've handpicked and thoroughly tested each solution on our RTP to ensure they meet our strict standards of quality, security, reliability, and performance. Plus, we've got the connections to keep them beautifully integrated.

When you hop on board our RTP train, you're in for some fantastic perks:

- Cut costs and save time by opting for tried-and-true tech solutions that dance harmoniously together.
- Our tech wizards are at your service, ready to guide you through any hiccup or conundrum.
- Stay ahead in the innovation race, as we keep you posted on exciting updates that can rev up your business operations.
- Rest easy knowing your tech foundation is as solid as a rock, secure and adaptable to your business's growth.

Guess what? We walk the talk too. We practice what we preach by using these very tools ourselves. So when we give advice, it's genuine and stems from our personal experience.

Ready to take the tech plunge with a friendly guide? Join us on our RTP journey and let's navigate this exciting terrain together!

Laptop and Desktop

Here at Bondgate IT, we're big fans of business class computer devices – and for good reason. These devices are the unsung heroes of the working world, built to handle tough tasks and offer reliable performance that goes the extra mile.

What sets them apart? Well, business class computers are all about quality. They sport top-notch components, come with beefier warranties, and pack more security features than their consumer-grade counterparts. It's like upgrading from a bicycle to a turbocharged car – you get superior performance and durability that's ready to tackle the long haul.

But the real magic happens in the long run. By investing in business class devices, you're making a smart move for your wallet and your precious time. These devices are built to last, meaning fewer headaches from breakdowns and a lot more efficiency in your workflow. So, why settle for less when you can enjoy the perks of top-tier technology? Choose business class computer devices and let the smooth sailing begin!
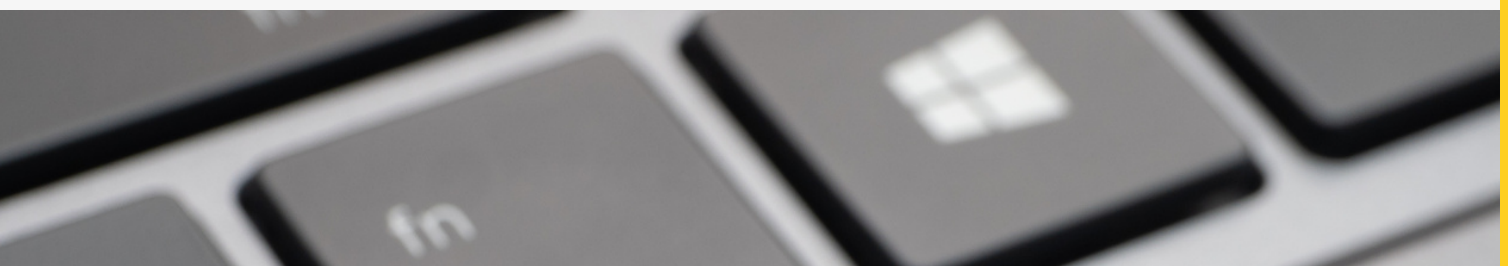
HP ProBook and ProDesk

If you are looking for reliable and secure devices for your business needs, you should consider HP ProBook and ProDesk devices. These devices offer high performance, durability, and flexibility to suit different work scenarios. HP ProBook laptops are designed to withstand the rigors of travel and everyday use, while HP ProDesk desktops are built to handle demanding tasks and multiple monitors.

Both devices come with the latest version of Windows and HP security features to protect your data and identity.

Microsoft Surface Devices

Microsoft Surface devices are designed to help you create, work, play and connect in innovative ways. Whether you need a portable 2-in-1 tablet, a powerful laptop, a dual-screen device or an all-in-one desktop, there is a Surface device for you. Surface devices are built with high-quality materials and high-speed processors, and they offer compatibility with the latest version of Windows and Microsoft 365.

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WHAT CAN WE HELP WITH?

We are not just Computer People.

We can also help you out with most Technology things related to your business.

One of our areas of genius is working out how businesses like yours can better use Technology to solve Business Problems.

So, whenever you have a challenge in your business that you're struggling to find an answer for – simply pick up the phone and give your Client Success Manager a call.

There is a VERY good chance we'll be able to help you find a creative way to solve your challenge, often using a mixture of Business Consulting and Technology.

Some of the other services that we can help with include:

Office 365 / Microsoft 365
Microsoft Azure & Cloud Hosting
Hardware & Software Procurement
Software Licensing
Internet & Private Data Connections
VoIP / SIP Trunking & Telephone
Hosted Phone Systems
On-Premise Phone Systems
Website Hosting
Penetration Testing
Project Planning

Procurement
Cybersecurity
IT Budgeting
IT Consulting
IT Strategic Planning
Disaster Recovery Planning
Business Continuity Planning
DNS / Domain Name Hosting
Domain Name Renewals

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Why Choose Us

We believe that technology is about people; it should empower, increase efficiency, and enable businesses to achieve their commercial goals delivering real tangible benefits.

Bondgate IT works as a collaborative partner with organisations of all sizes from start-ups to large enterprises, especially in the combined Tees Valley area and also across the wider UK, Europe, and internationally.

At Bondgate IT, our ethos is very much focused on helping businesses at all stages of development to harness technology and support business growth. Our multi-tier team of experienced IT professionals ensures we work as a collaborative partner in the quest to create the best possible business environment for businesses to grow and prosper.

Technology is often considered to be isolating, unapproachable and misunderstood by many. At Bondgate IT we use our experience and knowledge to create strategic IT solutions, which are flexible and scalable with a real focus on value for money. Our passion for technology is matched only by our passion for helping businesses succeed as we are true believers in the power of technology as an enabler.

Garry Brown
MD Bondgate IT