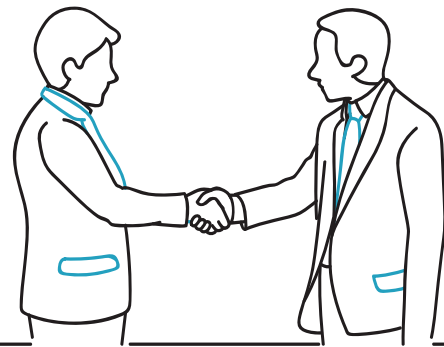


White-Labelled, Channel Only Outsourcing
uptimesolutions.tech

TICKET BASED HELPDESK

Enhancing resource & skillsets
in your MSP



Ticket Based Bundles are popular with many MSPs that are looking to either add/compliment skillsets to their helpdesk, or maybe increase their available support hours for customers. With bundles available in 3 types, In-hours, Out of hours and 24*7*365. You can also choose the engineering skill level that would like available to you, during these times.

EXAMPLE USE CASES

- ▶ Out of Hours ticket block, used to extend business hours and provide a lights on 24*7 service to customers of your choosing.
- ▶ Increasing your available team by taking a ticket block, meaning you have someone to fall back on when you are too busy or cannot meet your SLAs.
- ▶ Offloading the day to day pressure of tech by partnering with an outsourced provider to deliver this work.

WHAT'S INCLUDED?

So, you've passed us a ticket and need some assistance. What is included in the bundle? A ticket bundle is a reactive service, so when we receive your ticket we'll start working to resolution as long as these 3 things check out.

- 1 ▶ The time zone is covered in your ticket block.
- 2 ▶ The level of engineering required is in your ticket block.
- 3 ▶ We have the relevant passwords/ information to proceed.

If any of the above stop us from being able to start a resolution plan, we will follow the escalation path we have composed together during onboarding to ensure that we get this back to you in the right manner. We can adapt this escalation path to ensure tickets are passed back in the right way for you.



DEFINITIONS OF LEVELS OF ENGINEERING

1st Line – All things Desktop OS, Server Administration (Active Directory, DNS, DHCP), 365 Management and Vendor Case Management.

2nd line – Server OS, Virtualisation and Storage Management, 365 Application specific (Sharepoint, Intune, Azure AD), GUI based networking except advanced networking (VLAN, NAT etc).

3rd line – Virtualisation Troubleshooting, CMD line networking, Application specific knowledge (SQL on prem, exchange on prem, Complex Windows Troubleshooting that are not solvable by a 2nd line engineer under sub 1 hour.

SLAs

CRITICAL	1 hour
HIGH	1 hour
Medium	4 hour
Low	8 hour

DEFINITION OF A TICKET

Support incidents provide reactive support that focuses on a specific problem, error message, or functionality that is not working as intended. An incident is defined as a single support issue and the reasonable effort that is required to resolve it. A single support issue is a problem that cannot be broken down into subordinate issues. If a problem consists of subordinate issues, each of these issues shall be considered a separate incident. Support incidents cannot be used for general advice and guidance.