



SUPPORT USER GUIDE DECEMBER 2021

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1 HOW TO RAISE / DEAL WITH SUPPORT REQUESTS

There are two main methods for raising support requests with MPR. These are:

1. Email **support@mpr-it.co.uk** –
 - a. To raise a brand-new ticket please email to this address. Our system will automatically raise a ticket for you and send an automated response with your ticket number included. Incoming tickets are monitored and assigned during our normal working hours and will not be picked up out of hours. In that instance, you are better off calling the office to get transferred straight to our Out of Hours support.
 - b. To follow up on an existing ticket, please email this address with the ticket reference number in the subject line. Your communication will then be added to the ticket and an alert will be sent to the assigned engineer.

2. Call us on **08000 30 20 30 select Option 2**. This will direct you straight to our Helpdesk. We are available between 0830-1730 Monday to Friday. Alternatively, you can press the * button, if your call is out of these hours to speak to our On-Call Engineer who can try to assist you to their best ability.

2 WHAT WE NEED FROM YOU

To ensure we can assist you effectively we will need as much information as possible from you regarding your fault or problem. i.e.

- How many users the issue is affecting?
- How long has the issue being occurring for?
- Have you made any changes recently to cause the problem?
- What is the impact to your business?

Along with as many details as possible relating to the fault (Error messages, users affected etc.) so we can replicate the issue.

We will also need relevant contact details so we can keep in touch with you.

If we need to remotely log onto your servers / workstation, we will require secure access enabled to get there. We are able provide a direct secure access through our website <http://www.mpr-it.co.uk/remote-support/> - it is probably best you are at this website in your browser and waiting for us (unless you are calling us about connectivity issues).

3 WHAT YOU CAN EXPECT FROM US

Once we have initially taken as many details as we can, we will then assess the priority of your issue. A ticket will be raised with the Helpdesk and will then be coordinated appropriately to the technical member of staff best suited and qualified for your issue. Unless critical, once you have been given your ticket reference, we will respond to you within an hour (during normal working hours), to get further information. This will be followed by consequent updates periodically throughout the course of your issue, as we try to collectively resolve your problem.

We will be at hand if you have updates, and any member of the Helpdesk will be able to update that ticket on behalf of the staff member who is currently dealing with your issue.

4 TICKET ESCALATION PROCEDURE

At MPR we have a flexible ticket escalation procedure, this enables your Support Request to be dealt with in a quick and timely manner, whilst trying to maintain your best interests at heart and reduce fall out from potential issues which are occurring.

Initially your issue will be raised into the Helpdesk Queue and assessed by our co-ordinator and assigned to an engineer. If they are unable to resolve the issue your support ticket will be escalated to a more senior engineer for action. This process of escalation means that if there is a potential site visit required, then all options to fix the issue remotely have been tried. Either the Helpdesk Breakfix Engineer or one of the Senior team can head to site, with a good understanding of what work has been completed on the issue prior to the visit. The Helpdesk manager will always be there to discuss your issue. Once dealt with it is likely it will be escalated back to the Helpdesk technician or on to Installations for full completion and testing.

5 EMERGENCY TECHNICAL SUPPORT PROCEDURE

Business Critical Emergency Technical Support cover is available for a number of support agreements provided by MPR IT 24 hours a day.

Emergency Technical Support outside normal office hours is provided by the duty Technical Support Engineer to whom calls will be redirected, (as mentioned in section 1). Please note that emergency support is rostered to the Technical Support Engineers on a weekly rota, we cannot guarantee that you will always speak to the same engineer.

The emergency technical support is provided by the following procedure: -

1. Please have a list of any error codes recorded immediately to hand as this may speed up the response time.
2. Call 0800 030 20 30. After listening to the auto-tended message, press * and the call will be diverted to the duty Technical Support Engineer's mobile phone.

3. On answering the phone, the Engineer will take a full description of the fault, including any error codes. Based on the information obtained, a severity code (level) for the fault will be agreed.
4. If, for any reason the phone is not answered please leave a detailed message along with a contact telephone number.
5. The Engineer will respond as soon as possible. Guaranteed call back response time will only start at the beginning of the next support cycle. For example, if you call at 19:30 on Saturday the guaranteed call back response will not start until 08:30 on Monday and a call back will be required by 09:30 on Monday.

Depending on the Severity Code the engineer will respond to the fault explaining what is going to happen to resolve the fault as quickly as possible.

6 TICKET COMPLETION

Once we have confirmed that the issue is resolved and tested with the end users who raised the initial support request, the issue will be closed off. We will ensure that we have fully tested and confirmed issues are working with end users, often asking them to demonstrate that they are no longer having issues. If we find other issues along the way, we will raise tickets on behalf of your organisation as a way of being proactive and ensuring that your services which are supported by us are reliable as possible. If the issue has been intermittent then it is likely that the ticket will then be placed in our "Follow Ups" queue to be followed up on a later date.

Please note, if we have been unable to contact you or had any contact back within 10 working days, your support request is also moved to "Follow Ups" within our system. After a period of unsuccessful contacts, the ticket will be closed. Please note, this can be reopened and visited at any point.

7 SERVICE STATUS & REMOTE SUPPORT

You can always check for Service Issues which may be affecting multiple users here: <http://www.mpr-it.co.uk/service-status/>

If you need remote support, please head to this address, and call the Helpdesk number: <http://www.mpr-it.co.uk/remote-it-services/>

If you are on our Workstation Monitoring, please call the Helpdesk and we can connect straight over with your permission.

8 OUR PROMISE

At MPR we expect nothing less than a high standard of support for our customers. We aim to deliver that through high quality customer service and by following our internal protocols closely. All of our Support Engineers will always be happy to help you and will keep you informed regularly with regard to how your issues/requests are progressing – but feel free to call us at any point. We consistently review and look for different ways to improve. We value your feedback and comments so please get in touch if you have any thoughts.