WELCOME PACK
At AAG, our aim is to ensure that our clients are confident that their IT infrastructure is reliable, secure and that any issues that do arise are dealt with efficiently and effectively. Technology does not have to be complicated and great customer service is our primary objective.

HART, our Service Management Platform, enables us to monitor your infrastructure, allowing us to provide a proactive service to help identify and remedy potential problems before you experience an issue.

However, should you experience any issues, AAG are here to provide you with support and help to resolve the problem for you in a timely and professional manner. This is in line with our Service Description Policy and Service Level Agreement, which we have outlined on the following pages.

Our dedicated Customer Service and Account Management team work closely with the service desk to support this process and ensure that customer issues are dealt with in a way which meets the needs and priorities of our clients.
Meet the AAG Team

Charles Griffiths
Director of Technology & Innovation

Michelle Walker
Managing Director

Laura Johnson
Operations Director

Ian Gelder
Technical Consultant

Mark Swift
Marketing Executive

Solene Blake
Finance Manager

Nick Lee
IT Operations Manager

Rebecca Dowdall
Ledger Clerk

Tawanda Rupere
Strategic Account Manager

Megan Kaye
Strategic Account Manager
Meet the AAG Team

Tom Proctor
Service Desk Manager

Alex Cromwell
Service Desk Co-ordinator

Sam Drew
Support Engineer

Stevie-Ray Vaughan
Senior Support Engineer

Ryan Douce
Support Engineer

Mitch Davy
Cyber Security Engineer

Jack Barker
Support Engineer

Peter Jennings
Solutions and Services Manager

Josh Gray
Customer Support and Triage

Mariusz Kwiatkowski
Support Engineer
Meet the AAG Team

Harrison Race
Apprentice Support Engineer

Lucy Gibson
Business Admin Apprentice

Sam Birch
Apprentice Support Engineer

Ben Woolley
Apprentice Support Engineer

Luke Warris
Apprentice Support Engineer

Daisy Leedham
Support Engineer

Luke Taylor
Apprentice Support Engineer
How to raise an issue:
Monday – Friday: 8:00am – 6:00pm

During normal business hours, you can contact us in the following ways:

- CLICK ON THE AAG ICON ON THE BOTTOM RIGHT OF THE SCREEN
- SERVICE.Desk@AAG-IT.COM
- 0114 303 0249
1. The AAG icon

The AAG Icon is usually located at the bottom right of your desktop toolbar, near the time and date.

Double click on the AAG icon, then click on “Tickets” as indicated by the red circle.
All of your personal details should be auto populated. In the “Summary of the issue” field please give a brief description of the issue (e.g. Can’t print to reception printer)

In the “tell us about the issue” field please give a more detailed description including:
- Name of the device(s) affected (e.g. main office printer)
- What the issue is stopping you doing
- When the issue occurred
- Any other relevant information.

If you have a screenshot of an error message, please save this and upload it to the ticket. This can be done by clicking on the “choose file” field and selecting the saved screenshot to upload. When you are ready to send the Support Request please click on the “Submit” field at the bottom of the page.

Should you have any issues with any of the above or require assistance or further guidance on how to use the AAG Icon then please do not hesitate to contact a member of our Customer Service Team who will be more than happy to help.
2. Email

If you are more comfortable sending an email to the service desk, then please raise your issue using the following email address:

service.desk@aag-it.com

Please use the subject heading of the email to illustrate the request in simple terms (e.g. Can’t print to reception printer).

In the body of the email, please include the following information:

- Your full name
- Name of the device(s) affected (e.g. main office printer)
- Any specific contact numbers
- What the issue is stopping you doing
- When the issue occurred
- Any additional information you have that may help fix the problem (such as error messages or screenshots).

Please note that sending an email to an individual at AAG will not raise an automatic ticket and will delay the process of getting the issue resolved.
0114 303 0249

If the issue or request is urgent or you cannot access your email, then please call the phone number above. Either a member of the AAG team will raise the issue on your behalf, or an engineer will try and resolve the problem whilst you are on the call.

Please note that if the engineer on the phone is unable to resolve the issues immediately, this will have to be escalated to a senior engineer or a third-party provider so may require more time.

Should you require further assistance, please contact the Customer Service Team on 0114 303 0249.
What’s included in the service

The service includes, but is not limited to:

✓ Remote user support
✓ Liaison with existing 3rd party providers within working hours
✓ New user setup and leavers
✓ New equipment setup (Additional charges may apply)
✓ Business laptops and desktop PCs
✓ Microsoft software suite, including Office 365
✓ Printers (we will liaise with your Managed Print provider where applicable)
✓ Servers
✓ Network Support

Items which may be included in your contract at an additional charge:

➢ Onsite Support
➢ Block Hours
➢ Out of Hours Support

When you call with an IT issue we will always try and help wherever possible. However, there will be some aspects of technology where we will not have the required specialist knowledge. If support is provided by a 3rd party on a system (such as phones or CCTV) then, as part of our service, we will liaise with the provider in question to resolve the issue.

Please bear in mind that when we work with another supplier to resolve a ticket, we will be governed by the service contract they have with yourselves and their contractual SLAs. With this in mind, the following is not covered specifically by AAG:

• Phone system
• CCTV
• Accounts/CRM software (such as Opera, Sage etc.)
• Mobile phone support (unless related to Office 365 applications)
• Home internet/Wi-Fi

Please speak to your Account Manager if you are unsure if you already have access to these services, or, if you would like to add any of these to your contract.
Service levels and criticality levels

There are four priority levels depending on the criticality of your issue/ticket. Please see the definitions below.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>Critical Business Impact: Critical issue occurring on production/live systems, or services which is preventing business operations. Majority of users are prevented from working with no procedural workaround. Characteristics: System hangs or crashes Critical functionality not available and no procedural workaround is available Data loss or data corruption Large number of end users blocked from work Unable to Backup or Restore data Unable to send or receive e-mails (More than 50% of the total users) Impact is escalating quickly</td>
</tr>
<tr>
<td>High</td>
<td>Significant Business Impact: Major issue occurring on production/live systems, or services substantially impacting business. Majority of users are impacted by this issue, but they are still able to work in a limited capacity. Examples below: Significant performance degradation Important functionality not available Small number of employees blocked from work Impact is escalating Single user unable to log on/completely blocked from work</td>
</tr>
<tr>
<td>Medium</td>
<td>Minimal Business Impact: Issue causing a partial or non-critical loss of functionality on production/live system. A small number of users are affected. A workaround is available. For example: Some system functions not available or minor performance degradation Small number of employees impacted Incorrect product behaviour without impact</td>
</tr>
<tr>
<td>Low</td>
<td>No Business Impact: Application or personal procedure unusable, where a workaround is available, or a repair is possible. Single employee/group affected Minor number or employees affected by unusual increase in Spam Single application affected with no impact for the business. Workaround available</td>
</tr>
</tbody>
</table>

Service Level Agreement. Please see below the SLA’s agreed in your contract:

<table>
<thead>
<tr>
<th>Priority</th>
<th>First Response (Max Time)</th>
<th>Resolution Time Objective</th>
<th>Timeframe</th>
<th>Applicable to 24/7 Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>15 Mins</td>
<td>8 Hours</td>
<td>Business Hours</td>
<td>Yes</td>
</tr>
<tr>
<td>High</td>
<td>30 Mins</td>
<td>16 Hours</td>
<td>Business Hours</td>
<td>Yes</td>
</tr>
<tr>
<td>Medium</td>
<td>2 Hours</td>
<td>48 Hours</td>
<td>Business Hours</td>
<td>Yes</td>
</tr>
<tr>
<td>Low</td>
<td>2 Hours</td>
<td>72 Hours</td>
<td>Business Hours</td>
<td>Yes</td>
</tr>
<tr>
<td>Planned</td>
<td>4 Hours</td>
<td>As Agreed</td>
<td>Business Hours</td>
<td>Yes</td>
</tr>
</tbody>
</table>
We look forward to working with you

If you have a question regarding the contents of this welcome pack, please contact our team.