



Support Information

For normal priority support requests

www.tiva-it.com/support

For high priority support requests

t. **01252 757776**

For Out of hours business critical emergency support

t. **0845 057 3650**

Support information

Welcome to Tiva

With a wealth of experience Tiva are focused on providing IT solutions to small businesses and proactive support to keep your IT and business running. All our support agreements are flexible, so if there is something you would like to see included, please let us know, and we will do our best to accommodate you.

Tiva supply almost all IT related hardware and software at competitive rates. You do not have to buy from us but you should inform us before making a purchase elsewhere as it may affect our ability to provide support.

Hours and terms of Support

Our Support Desk is available Monday to Friday (excluding public holidays and periods of closure) from 9.00am to 5.30pm.

For details of what the Support agreement covers please refer to the Network Support Agreement.

Normal priority support requests

To log a Support request go to www.tiva-it.com/support. A case reference no. will be emailed to you to enable you to track your request. Your case will be responded to within 4 working hours except when we are experiencing exceptionally high case volumes.

High priority support requests

If your issue is of a high priority, for example if one or more users are unable to work at all because of a problem you are experiencing then you should call our dedicated support number on **01252 757776**. In many cases you will be able to speak with a support desk representative immediately. Otherwise, please leave your contact details



and a brief description of your problem and a support desk representative will return your call as soon as possible. In most cases this will be within 1 hour except when we are experiencing exceptionally high case volumes.

Out of hours Business Critical Emergency Support

To take advantage of this emergency cover for business critical issues outside of normal support hours please telephone **0845 057 3650**.

Escalation procedure

If for any reason, a customer feels that their problem is not being given the appropriate attention or priority then the customer should first contact their Technical Account Manager. An internal process is then followed and a copy of this can be made available to the customer upon request.

Holiday and Sickness Cover

Depending on your agreement, we are able to provide end-user support on behalf of the IT Manager during periods of holiday and sickness (on-site or remote). In order for us to ensure sufficient resources are available to cover holidays we request notice of at least one week for holiday periods of up to one day. For longer periods a notice period of at least two weeks is requested.

For sickness cover and short notice holidays, we will provide end user cover on a 'best endeavour' basis.

Chargeable Support requests

A support request will be chargeable when the issue can be shown to be caused by user error such as inappropriate use of their computer or the Internet, when we have made you aware previously of a limitation of your systems which has not been addressed or when we are asked to provide support on hardware or software that has not been purchased through Tiva and has otherwise not been agreed. In most cases we will be able to make you aware beforehand when an issue is chargeable so that you can decide how to proceed. In unusual circumstances an issue is only known to be chargeable after the issue has been resolved.



Tiva make every effort to ensure that you are protected from security threats such as viruses, malware and other internet threats by configuring your software in the most appropriate way. It is not possible to guarantee that your systems can remain completely protected if a computer or the internet is used inappropriately. Tiva can help you enforce a computer and internet usage policy to reduce the possibility of this occurring.

While we're working on your problem

We will remain focused on resolving your issue as soon as possible with the minimum of disruption to your business. Often we can resolve your problem with a phone call and some advice. In other cases we may require remote access to your systems which we will already have enabled and configured for you. In certain circumstances we may be unable to resolve your issue by telephone or remotely. In these cases, we will liaise with you to arrange a suitable time for a consultant to visit your premises. Your problem will always remain open on our call management system until we have agreed with you that it has been resolved.

Let us have some feedback about the service we provide

We value your feedback so please let us know when we do something right or wrong. Contact our Customer Services Team on **01252 350690** or email **customer-services@tiva-it.com**.