

Key features of support cover with synium|IT



simply better|IT

Welcome to Synium IT

Thank you for choosing Synium IT to provide your IT support cover, we look forward to working with you and your staff

If you have an IT query or issue, no matter how big or small, we have made it easy for you to get in touch with us, you can either:

Send us an email to help@synium.co.uk. This will automatically log a call on our help desk - so you may find this to be the preferred method.

Or

Give us a call on [0121 663 0203](tel:01216630203) - available between 8:30am and 5pm Monday to Thursday and between 8:30am and 4pm on Friday.

Or

Log into our helpdesk at help.synium.co.uk

Login with the credentials we have sent you.

On the following pages of this document you will find the key features of what is included in your IT support cover and our commitment to you. If you have any questions please give us a call.

A large orange graphic in the top right corner, consisting of a thick curved line and a small circle below it.

Enabling you to
focus on running
your business

What's included with Synium IT

Unlimited Remote Support

Your staff can contact us any number of times at any time. Our Helpdesk is operational 08:30am - 5:00pm Monday - Friday (to 4pm on Fri :-) - and our portal is 24/7

Microsoft 365 Support

- Licence Management
- User Management Adds Moves/Changes
- Teams Support
- Exchange Online Support
- Sharepoint Admin

Proactive Health Monitoring

24/7/365 secure monitoring of all your computers (Servers, PCS and Laptops) - so many problems can be identified and rectified before they impact on your business

Peripheral Device Support

- Printer support (1st line)
- Router Support
- Wireless Access Point
- Network Equipment

Onsite Support (if required)

Up to 2 hours on site per month if required. Most of our support can be carried out remotely, but occasionally we may need to visit your premises.

Backup monitoring

We will monitor your backups daily ensuring they are running successfully - and addressing any issues should they arise.

Equipment Procurement

We can provide competitive quotes for new IT hardware - removing the headache and hassle for you. We can also provide installation services too.

IT Audit Services

Our secure RMM (Remote Monitoring tool) can provide a detailed report of all your computers - useful for auditing purposes.

Anti-Virus and Anti-Spam

Our best in class managed AV and Anti Spam solutions will help protect your devices and users from cyber threat.

Liaison with Software vendors

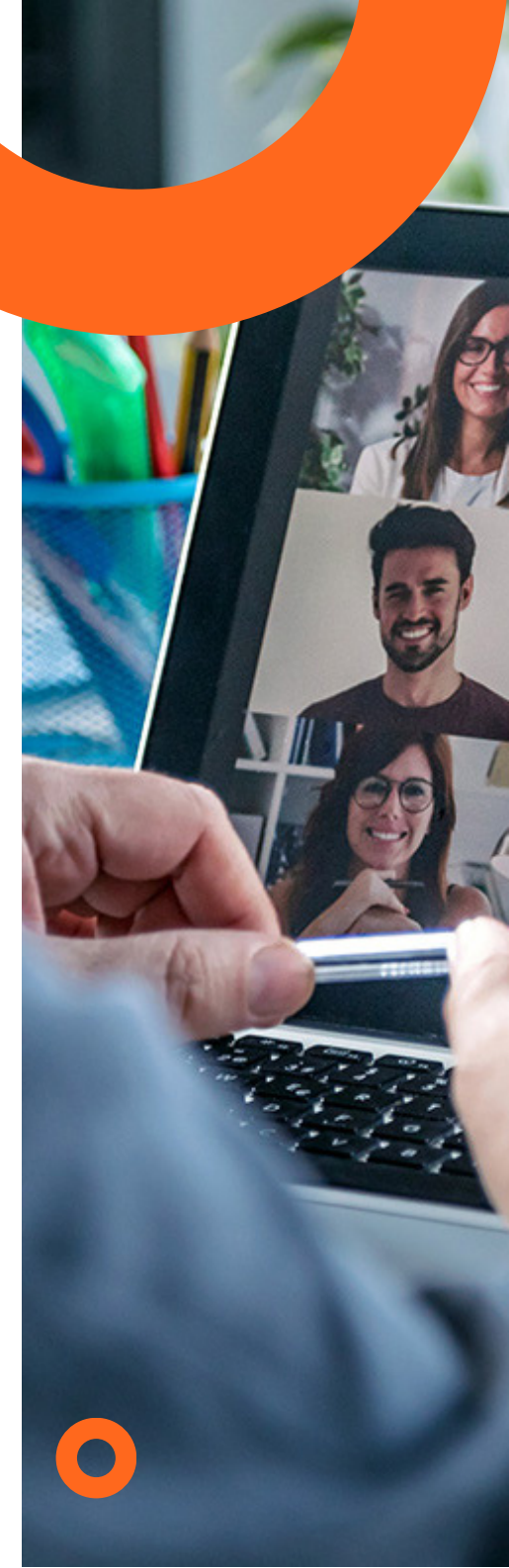
Sometimes dealing with your business software vendor can be a pain - which we are happy to handle for you - we speak the same language.

Windows Updates Management

Ensuring all devices stay up to date with the latest Microsoft security patches. We manage these to best limit the impact to business operations.

Strategic Advice and Guidance

With over 25 years of IT Management experience, our directors are well placed to provide guidance for maximising your business' IT.



Our commitment to you

The table below shows the priority levels applied to all IT Support requests. This also includes timescales for assigning tickets to our engineers and gives an indication of response times to issue resolution.

Priority Level Assigned	URGENT	HIGH	NORMAL	LOW
Summary of Issue	Interruption to critical business processes affecting many users and no workaround is available.	Interruption to critical processes affecting individual users and no workaround is available.	Interruption to the work of individual users and no acceptable workaround is available.	Hindrance to the work of individual users and/or an acceptable workaround is available.
Service Level Agreement Applied to Ticket	Your ticket for IT support will be assigned within 1 hour and worked on within 4 business hours.	Your ticket for IT support will be assigned within 1 hour and worked on within 8 business hours	Your ticket for IT support will be assigned within 1 hour and worked on within 2 business days.	Your ticket for IT support will be assigned within 1 hour and worked on within 5 business days.

Whilst this is our SLA (Service Level Agreement) we always strive to address and resolve problems as quickly as possible.

Available on our Website are our Terms & Conditions synium.co.uk/terms-conditions and Privacy Policy synium.co.uk/privacy



What may not be included with your IT support cover

1. Investigating and resolving Cyber Security Breaches is only included if the following safeguards are in place:

- Managed Anti Virus
- Email Anti Spam and Malware Protection
- Web Filtering
- Appropriate Backups

All attempts at resolution are made on best endeavours. If the above safeguards are not in place any work will be chargeable at the Emergency hourly rate

2. Hardware repairs

If items are covered by hardware warranty cover, we will liaise with the warranty provider and orchestrate the resolution. If hardware develops issues and is not covered by warranty we can attempt diagnosis of the problem and provide a quote for fix.

3. Software Support

If you have any non-Microsoft software products we can only provide first line support for these. It is strongly advised you take out support with the software vendor. We can liaise with the vendor on your behalf, but will be unlikely to provide any direct support for these products.

4. PC/Laptop Builds.

Any new hardware purchased will require configuration for your environment. Our device install charge covers the following:

- Remove any Bloatware (unnecessary software)
- Create appropriate accounts
- Install Required software
- Configure settings
- Configure for Customer environment (domain, network, etc.)

5. Office Moves requiring PC/Laptop/Network relocations

Any Office move arounds may well require network reconfiguration, and even PC reconfiguration. Whilst it is understood that some customers may wish to carry this out themselves - any remedial work to rectify connectivity or operational issues will be chargeable.

6. New Projects

Any new IT Projects will be discussed in advanced with the customer. They will be scoped and planned, and a quote will be provided.



What else you need to know



We ask you notify us of any devices are moved or relocated - this allows us to keep your Asset list up to date - giving at least 3 days notice prior to the moves - so we can advise of anything to take into consideration.



We ask you to give us at least 3 days notice for new starters or leavers - so we can schedule their account setup and device setup if needed.



We ask you to confirm the staff who can contact us for support - we also ask you to confirm the staff who can request significant changes (ie managers).



We ask you notify us of any significant activity or change that may impact your IT infrastructure - such as new hardware being added - or new software being purchased and installed.



We ask that you only run computers with supported Operating Systems. Microsoft (for example) will cease support for Operating Systems after a certain time (eg Windows 7 and Server 2012).



We ask that you don't install software on your computers before checking with our Helpdesk. Some software can seriously affect the performance of a computer, so we'd rather check it will not have adverse affects before installed.

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