

GETTING THE MOST OUT OF YOUR TECHNOLOGY

*Your Essential Guide to Getting
Amazing Service & Support for
your IT Infrastructure*

HELLO FROM BLUE GUYS IT ! 🤖

WHO ARE WE?

A bunch of computer geeks 😊 that LOVE technology!

WHAT SERVICES DO WE OFFER?

- IT Helpdesk
- Cybersecurity
- Managed Firewall
- Internet Content Filtering
- Patch Management
- Disaster Planning and Backup
- Managed Anti-Virus
- Monthly Reporting
- Password Management
- Office 365
- Domain Administration
- Encrypted Email
- Dark Web Scans
- Employee Training
- Phishing Simulations
- Compliance
- Secure Networking
- IT Documentation
- Vendor Management
- VOIP Phone Systems
- Hardware and Software Procurement
- Recycling and Data Destruction

LOCATION

1854 Buzzard Roost Rd, Mountain Home, AR 72653

CONTACT INFO




phone 870.425.2583 or 877.249.2583

web www.blueguysit.com

email info@blueguysit.com

HOW CAN I GET FAST SUPPORT?

The first question you might have when working with us is.. **How do I Get Fast Support,** so here's our recommended ways 🤖

	<h3>SEND US AN EMAIL</h3> <p>The fastest way to open a new Ticket Request is to shoot an email to helpdesk@blueguysit.com. This creates a Ticket Request immediately for us to get started on. You'll receive a reply within 5 minutes letting you know we have it. We also monitor after hours ticket requests. Tag the request with "urgent" and we'll get you help right away! Make sure the subject line is descriptive (e.g. "Setup new user for Frank") and put as many notes as possible in the body of the email to save us having to interrupt you to ask for more details.</p>
	<h3>HELP DESK ICON</h3> <p>The second fastest way to open a Ticket Request is to click on our help desk icon next to the time on your computer(s). The icon is a small blue square with a white "B" on it. Clicking this icon allows you to enter details of the request that is specific to the computer you are working on. The application even allows you to take a screenshot and send us any error(s) on the screen.</p>
	<h3>BY CALLING US</h3> <p>You can ALWAYS call us! We prefer if you call the main number 870-425-2583, however, we know that our customers love to have our cell numbers and text us directly. This is allowed but please know it is not always the fastest way to get help! Often times we will turn your request into a ticket for you!</p>




IMPORTANT NOTE

If you send emails to our **Direct Email Addresses** or call us on our **Cell Phones**, this will very likely slow our response times down because we've built our processes to be quickest & most reliable when you use the methods above.

HOW FAST WILL YOU RESPOND?

We are a **Shared Services** business model it means you're sharing our whole team with the rest of our clients. While this is good as you don't have to invest huge amounts of money & time to build out and manage your own internal IT team, it means that we can't offer immediate support for you for 100% of the time (we wish we could, but we'd need to charge 10x the price 😞). However, we know that one of the easiest ways to make you happy is to provide **FAST** and **RELIABLE** support when you need it most. So to keep things fair, we categorize all issues into **Priorities** and work them in order. This means that when you have a **Critical** issue – we can work on it SUPER quick (by taking a little longer to work on your lower priority tasks).

Here's the times we aim for in each **Priority**, along with some simple examples:

PRIORITY	EXAMPLES	GUARANTEED RESPONSE TIMES	TARGET RESPONSE TIMES
 Critical	Your Main Server is offline and all users are unable to work.	1 Hours	15 Minutes
	One of your Network Switches has failed and stopped half the users from working.		
	A VPN link between 2 x offices is offline causing one office to be unable to work.		
 High	Your Internet Connection is offline, users can still work locally OK	2 Hours	1 Hour
	Your CEO's computer has stopped working and they have an urgent task		
	Your main Accounting Software has stopped working and is unavailable		
 Medium	A user's desktop is making a strange noise	4 Hours	2 Hours
	One of the main printers is not working, but users can print to another one		
	A user is having problems connecting to the Wireless network		
 Low	Printing is slower than normal	8 Hours	4 Hours
	A single user is unable to scan documents		
	A user needs a program installed on their Computer or Laptop		
 No Priority	Pro-Active Maintenance of systems, including Software Updates	N/A	N/A
	New User Setup and Configuration		
	New Computer or Laptop Installation and Configuration		

HOW DO I ESCALATE SOMETHING?

While we strive to exceed your expectations all the time, we're not arrogant enough to think that it's possible to be 100% perfect 100% of the time.

We are humans after all 🙄

So, if you ever have a situation where you feel we're

not handling your request as well as we could be,

you can Escalate that issue...



Right up to the "big boss" if you'd like!

Here's the order of escalation contacts and their direct contact details:

Service Coordinator	
Service Manager	
Owner	

As you'll come to notice (& love), our team is extremely professional, highly efficient, and very capable, so hopefully you'll never need to use this process.

However, you now know that if the rare occasion pop-ups where do miss your expectations, there's an easy way for you to let us know so we can fix it ASAP!

If we ever do make a mistake, you can count on us to 100% own up to it.

WHAT ELSE CAN YOU HELP WITH?

We're not just Computer People 🤖

We can also help you out with most Technology things related to your business.

Here's a list of some of the services we can help with:

- ✓ Internet & Private Data Connections
- ✓ Network Cabling
- ✓ Project Planning
- ✓ Disaster Recovery Planning
- ✓ Business Continuity Planning
- ✓ IT Budgeting
- ✓ IT Consulting
- ✓ IT Strategic Planning
- ✓ Domain Name Renewals
- ✓ DNS / Domain Name Hosting

Plus, we have a network of **Trusted Partners** for services like Accounting, Legal Services, Marketing and much more, so if you're looking for something not on this list – get in touch with us via your **Account Manager** to find out whether we can help you or point you in the right direction!

BUSINESS IMPROVEMENT PROJECTS

One of our areas of genius is working out how businesses like yours can better use **Technology** to solve **Business Problems**.

So, whenever you have a challenge in your business that you're struggling to find an answer for – simply pick up the phone and give your **Account Manager** a call.

There's a **VERY** good chance we'll be able to help you find a creative way to solve your challenge, often using a mixture of **Business Consulting** and **Technology**.

A perfect example of where we can usually find efficiencies and automated ways to do things is wherever you use Microsoft Excel. We can often find ways to automate this stuff and help you build out business dashboards to better manage your numbers.

We honestly **LOVE** solving challenges like this so we can help you be more Profitable, more Innovative and more Efficient by using Technology 😊

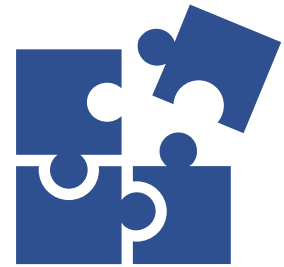


OUR RECOMMENDED TECHNOLOGY PLATFORM

There's a bazillion different types of Technology out there in the world.

Which makes it *impossible* for anyone to keep up with it all.

So, to make sure we can deliver world-class, fast, amazing service – we constantly work towards helping all of our clients use the Technology we know and love the best (we call this our **Recommended Technology Platform** or **RTP** for short).



We aim for all of our clients to use as much of our **RTP** as possible and we make sure we maintain deep knowledge and training on everything in our **RTP** so we can keep your IT Infrastructure nicely integrated, fast to support and world-class!

Plus, we eat our own dog food by using everything on the **RTP** in our own business!

THE RECOMMENDED LIST

- ✓ Microsoft 365
- ✓ Microsoft Azure
- ✓ Microsoft Servers
- ✓ Microsoft Hyper-V
- ✓ HP Servers & Storage
- ✓ Lenovo Desktops & Laptops
- ✓ Unifi Switches
- ✓ Synology Storage
- ✓ Fortinet Firewalls
- ✓ Unifi Routers & Firewalls
- ✓ Microsoft Office 2019 and Above
- ✓ Microsoft Windows 10 and Above
- ✓ VOIP Phone Systems
- ✓ Yealink IP Phones
- ✓ HP and Canon Printers
- ✓ Unifi Wireless Access Points

Since we can't automagically update this physical manual in your hands, if you want to see the 100% latest up to date version of our **Recommended Technology Platform**, simply head to: blueguysit.com/rtp

THIRD PARTY VENDORS

While we work hard to stay trained and up to date in all of the above Technology, we know that from time to time, you'll need help with something that's not on the list.

When this happens, just bear in mind that it may take us some extra time to familiarize ourselves with supporting that product.

But take solace that we are still world class at troubleshooting other products, so we'll be able to work it out!

Also, please keep in mind that while we may be able to purchase items from other vendors that we don't list above, any support may end up being **Out of Scope** for your **Fixed Fee Support Agreement** and incur some extra costs.

We'll always let you know beforehand though 😊

YOUR CONTACTS

YOUR ACCOUNT MANAGER

When your business starts work with us, we assign you an Account Manager.

Your Account Manager is who you should call for any questions about your business and all account level discussions



There's no need to get in touch with your **Account Manager** for Helpdesk Support or Service Requests as they'll simply tell you to get in touch with the Helpdesk team directly for the fastest help and quickest response!

Whenever you need to talk to someone about your future plans, your budgeting, upcoming projects or anything else related to your IT Infrastructure, get in touch with your Account Manager

Your **Account Manager** will also be the person who will be working with you on your Regular Technology Business Reviews (TBRs for short). More about them soon 😊

YOUR PRIMARY IT CONTACT/S

As part of your Onboarding, we asked you to appoint a **Primary IT Contact** from your side (or sometimes a few).

Your **Primary IT Contact/s** are the ones authorized to make changes to your Account and are who we send important information to.

If you're not the Primary IT Contact in your business, then it's best to speak to them whenever you have a request that includes adding / editing or deleting users or data as they'll need to authorize it first.

We have this security in place for your protection as we wouldn't want to give a new user to your confidential data one day that didn't have authority to have access.

YOUR ACCOUNTS CONTACTS

If you ever need any help with any Accounting Issues (such as needing copies of Invoices etc), simply shoot an email to accounts@blueguysit.com and our friendly Accounts team will help!



HOW DO I ORDER HARDWARE OR SOFTWARE?

Whenever you need any new equipment or software, we've got you covered 😊

We have a dedicated Procurement and Ordering system designed to take the hassle and pain out of the process whenever you need to order anything

SMALLER ORDERS

If it's for a small order such as a few new computers or laptops – simply give us a call on 870-425-2583 or shoot us an email to sales@blueguysit.com and we'll send you back a Quote.

We aim to get all quotes back to you within 4 business hours 🕒

LARGER ORDERS

If your order is large or it's for a project (like a migration an office move), then it's best to speak to your **Account Manager** so they can make sure that align everything up properly for you.

They'll work to get you an official Fixed Fee Proposal to cover everything you need!

APPROVING AND PAYING

Unless it's a complex project, we'll typically send you your quotes & proposals using our web based quote delivery system.

You'll simply need to click on the link in the email and you'll be able to view the quote or proposal. you can simply click on the Approve button and Pay immediately.

We have a system in the back-end that alerts us as soon as a successful payment comes through and we jump on to getting the good ordered ready for you ASAP!

WHAT ABOUT OUT OF STOCK ITEMS?

If something is in stock, we'll normally be able to get it delivered to you within 1-2 business days after successful payment.

If it's out of stock, our **Procurement Team** will keep you up to date with estimates on when it's due to arrive.

If our distributors tell us that it's going to be out of stock for a while, we'll work with you to find some alternatives (especially if it's something you need quickly).

SOME MORE IMPORTANT BITS

Here's a few more important bits of information to help you better understand and navigate the crazy Technology world and some of the terminology we may use when we're talking to you!

SECURITY VS USABILITY

In the Technology world, there's an ongoing battle between **Security** vs **Usability**.

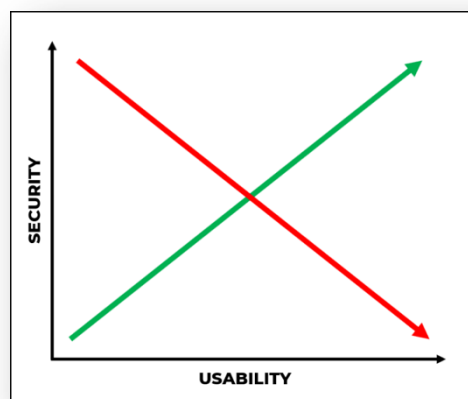
Every day, there are millions of hackers around the world, trying to break into networks like yours. There's literally high-rise buildings full of these hackers in countries like Russia.

And, the best way to defend against them is to **NOT** use Technology at all.

But that wouldn't be fun, right? 😞

The problem with Technology though is that typically, the more **Secure** your systems, the harder they become to use!

On a graph, it looks a little like this:



So, please know that we do our very best to make your business as secure as we can with the budgets you give us to work with. And, at the same time we also try to make things as easy to use as possible, while keeping security as high as we can.



If you're unsure if something's included or excluded, either check your **Inclusion List** on your **Agreement** or simply give us a call!

You might notice this in things like our strong recommendation that every single user uses **2-Factor Authentication**.

We know it can be painful to use because we protect 100% of our systems with it.

However, turning it on, can help block LOTS of the most common hacking attempts that are happening on your network to help keep your data safe.

We err on the side of high security, but we also aim to for easy usability 🤖

IN SCOPE VS OUT-OF-SCOPE

If you've ever been to an All-You-Can-Eat Buffet, you'll know that you're able to eat as much of anything that's out on the buffet's as possible.

However, if you'd like something that's **NOT** on the menu – then you have to **pay for it separately**.

Our Fixed Fee IT Agreements and Fixed Fee Projects work in the exact same way.

That means, that you can have as MUCH as you like of anything that we cover in our **Inclusion List** for your Agreement or in the **Scope of Works** of a Project.

(just like you can eat as much Sweet 'n' Sour pork on the buffet)

And, when you need something that's **not** on the list, we will simply quote you a separate **Fixed Fee Quote** so you can work out whether you want to go ahead with it or not.

We call this whole conversation **IN-SCOPE** and **OUT-OF-SCOPE**.

And, while we have worked hard to build an offering where pretty much *everything* you will need in the day-to-day operation of your business will be included **IN-SCOPE** – you might find from time to time that there will be things that are **OUT-OF-SCOPE**.

If we were to include absolutely everything **IN-SCOPE** – we'd end up going out of business, just like a buffet restaurant would if they included everything possible.



we

