



HOW TO USE THE ASPIRE TECHNICAL SOLUTIONS HELP DESK

At Aspire Technical Solutions, customer service is our top priority. With that in mind we have developed this set of instructions, to help our clients get the best Help Desk support possible. You will not only learn the best way to request support, but you will also learn how your issue is handled from start to completion.

When you have an issue, there are 3 methods by which you can submit a support request. The chart on the right outlines these methods for you.

Things to Remember

- Any call that can be handled remotely, will be.
- You will be asked to provide symptoms, behaviors, and verbatim error messages.
- The Help Desk will give you a ticket number for tracking purposes.
- You may be asked to do some simple troubleshooting steps with the Engineer.
- We are here to help, and we believe that the only stupid question is the unasked one.

How to request support:

1. Call the Help Desk at 469-272-0777 (Critical requests should always use this method)
2. Submit a service request online from www.aspiretech.com and click the "submit ticket" button (You will need a username and password which you can request from the help desk)
3. Send an email to support@aspiretech.com

How your call is handled

When the Aspire Technical Solutions Help Desk receives your support request, a specific process is followed that ensures that your request is handled in the most efficient way possible. This minimizes downtime as well as impact to you. Below are some charts that outline our Response, Resolution and Escalation Time SLA, as well as our support tier and escalation process.

Trouble	Priority	Response time (in hours)	Resolution time (in hours)	Escalation threshold (in hours)
Service not available (all users and functions unavailable)	Critical	Within 1 hour	ASAP— Best Effort	2 hours
Significant degradation of service (large number of users or business critical functions affected)	High	Within 4 hours	ASAP— Best Effort	4 hours
Limited degradation of service (limited number of users or functions affected, business process can continue)	Medium	Within 24 hours	ASAP— Best Effort	48 hours
Small service degradation (business process can continue, one user affected)	Low	Within 48 hours	ASAP— Best Effort	96 hours



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What you see below is a chart that details our Help Desk Support tiers. This will help you understand how a particular consultant gets assigned to your service request. After the chart is the exact escalation procedure as followed by the Help Desk.

Support Tier	Description
Tier 1 Support	All support incidents begin in Tier 1, where the initial trouble ticket is created, the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated.
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced Engineers.
Tier 3 Support	Support incidents that cannot be resolved with Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers who have the ability to collaborate with 3rd Party (Vendor) Support Engineers to resolve the most complex issues.

Service Request Escalation Procedure

1. Support Request is Received
2. Trouble Ticket is Created
3. Issue is Identified and documented in Help Desk system
4. Issue is qualified to determine if it can be resolved through Tier 1 Support
- If issue can be resolved through Tier 1 Support:**
5. Level 1 Resolution - issue is worked to successful resolution
6. Quality Control - Issue is verified to be resolved to Client's satisfaction
7. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system
- If issue cannot be resolved through Tier 1 Support:**
6. Issue is escalated to Tier 2 Support
7. Issue is qualified to determine if it can be resolved by Tier 2 Support
- If issue can be resolved through Tier 2 Support:**
8. Level 2 Resolution - issue is worked to successful resolution
9. Quality Control - Issue is verified to be resolved to Client's satisfaction
10. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system
- If issue cannot be resolved through Tier 2 Support:**
9. Issue is escalated to Tier 3 Support

10. Issue is qualified to determine if it can be resolved through Tier 3 Support

If issue can be resolved through Tier 3 Support:

11. Level 3 Resolution - issue is worked to successful resolution
12. Quality Control - Issue is verified to be resolved to Client's satisfaction
13. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Tier 3 Support:

12. Issue is escalated to Onsite Support
13. Issue is qualified to determine if it can be resolved through Onsite Support

If issue can be resolved through Onsite Support:

14. Onsite Resolution - issue is worked to successful resolution
15. Quality Control - Issue is verified to be resolved to Client's satisfaction
16. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Onsite Support:

17. IT Manager Decision Point – request is updated with complete details of all activity performed