PC Paramedics Service Level Agreement (SLA)

Who are we?

At PC Paramedics we have the 1st, 2nd and 3rd line skills required to provide you and your company with all the IT support you will ever need.

We work to strict internal performance metrics to ensure the service provided is the best and your issues are dealt with as quickly as possible.

Logging a support ticket and getting the help required is very straightforward.

The Support Process

Contact Us and Log the Query, Fault, Request

Log your query, fault or request via any of the below methods:

Call Us
0800 01 999 34

Email Us
support@pcparamedics.it

Via Support Portal

 Right click on the portal icon, you can find this on your system tray (Windows) or task bar (Mac).

Make sure you include all the information required

Personal Details
Name, email, phone, PC/laptop details (i.e PCP-WK-001)

Issue Details
Issue area (email, file access, software problem)

Issue details (cannot login to email, cannot send email, need to access folder on NAS)

When did it occur?

Any other info (have you changed your password, new PC?)

2. Categorise the call
(This is automatically done when logging via Support Portal)

Priority Levels

Standard - Single user issue/query which does not affect ability to work (Non Business Impacting)

Important - Single user unable to complete required task (Business Impacting)

Urgent - Multiple users unable to work or infrastructure issue

Critical - Complete system failure - company unable to operate

SLA MATRIX

Priority	Response Target	Interim Resolution Target*	Permanent Resolution Target**	Call Escalation
Standard	4 working hours	5 working days	3 months	Technical Manager
Important	2 working hours	3 working days	2 months	Technical Manager
Urgent	1 working hour	2 working days	1.5 months	Director
Critical	1 working hour	1 working day	1 month	Director

* We will have you back up and working
** We will have the underlying issue fully resolved
After initial assessment, we may re-categorise the call based upon further information.

3. Working on the call

Your call will now be investigated and contact made as per the above priority level/response time matrix.

4. Closing the call

Upon completion, we will notify you of the outcome via the support portal and through email. Once you are happy we will close the call.

We use a system to support you that also allows us to be proactive so you may find tickets are logged by us on your behalf without you even knowing. We will follow the same procedure detailed above.

PCParamedics.it

Apple Consultants | **Microsoft** Partners | **Your** Support Specialists

---

PC Paramedic Solutions Limited

Maple House, Norton Green Lane, Norton Canes,
Cannock, Staffordshire WS11 9SS

t: 0800 01 999 34 | **f:** 01543 448714
e: help@pcparamedics.it | **w:** pcparamedics.it