GINKO IT — HOW TO GET HELP

Overview

A short guide to getting help from us: the quickest ways to raise a job, what happens after hours, how fast we aim to respond, and what we can and cannot help with.

We call each request for help a **service ticket**. When we give you a ticket number we are not filing you away as a number — it is simply the fastest way for anyone on the team to find your job, see what has already been tried, and pick it up if the person who started it is away.

The Quickest Ways to Get Help

Email — best for most things

Email **support@ginko.com.au**. That raises a ticket straight away and you will get an automatic acknowledgement within five minutes confirming we have it.

Two things make a real difference:

- **A descriptive subject line.** "Set up new user for Frank" beats "Help".
- **As much detail as you can in the body.** What you were doing, what happened, any error message, and a screenshot if you have one. It saves us interrupting you to ask.

Phone — best when it is urgent

Ring **1300 650 757** and we will take the details and raise the ticket for you. From New Zealand or overseas, ring **+61 3 9088 2451** — the 1300 number cannot be dialled from outside Australia.

We would love to fix everything on the spot, and often we can, but it is not always possible. If everyone is on another job, leave a voice message — it comes through to the support board as an email and someone will call you back.

> **Please don't contact technicians directly.** A message to someone's mobile, personal email or chat is not logged, nobody else can see it, and it will sit unanswered if they are away or on another job. It also pulls them off whatever they are working on. Email or ring, and it gets to whoever is free first.

After Hours

Our office hours are **8:30am to 5:00pm, Monday to Friday, Melbourne time**, excluding public holidays.

If you need help outside those hours, **ring us** — 1300 650 757, or +61 3 9088 2451 from overseas. After-hours requests must come by phone. An email sent at 9pm is picked up the next business day.

Two things to know:

- After-hours work is charged at our after-hours rate. Ask us for the current figure if you are not sure.
- The response targets below apply during business hours only.

How Fast We Respond

Can I get immediate support?

Sometimes, but we will not promise it every time.

Outsourced IT works by sharing our team across our clients. That is why it costs a fraction of employing your own IT department. The trade-off is that we cannot have someone sitting idle waiting for your call — if we did, your IT bill would look very different.

So we do the next best thing: we prioritise, and we move people onto the things that are hurting most.

How we prioritise

If we are part-way through a low-priority job — setting up a new user, say — and a critical issue comes in, like a site-wide outage, we wrap up what we are doing and move onto the critical one. We do that for you too, which is the point.

Priority	Examples	We aim to respond	Target response
Critical	Your main server is offline and nobody can work · A network switch has failed and half the company is stopped · A VPN link between two offices is down	15 mins	1 hour
High	Your internet is down but people can still work · A director's computer has stopped working · Your accounting system is down	30 mins	2 hours
Medium	One person's desktop will not turn on · A main printer is down but there is another one · Someone cannot connect to the wireless	1 hour	4 hours
Low	Printing is slower than normal · One person cannot scan · Someone needs software installed	2 hours	8 hours
Scheduled	Proactive maintenance · Add, change or remove a user · New computer or software builds	Booked in	Booked in

> **Both columns are targets, not guarantees.** The first is what we aim for; the second is the outer limit we work to. They apply during business hours, and they apply to clients on a **Priority** or **Security Essentials** plan. Where your plan schedule sets contractual service levels, those apply and take precedence over this document.

What "response" means here: a person has picked up your ticket, read it, and contacted you — not that the problem is fixed. How long a fix takes depends entirely on what has broken. The clock starts when the ticket is raised.

How we manage your request

Every request goes into HaloPSA, our ticketing system, which is how we track, prioritise and schedule the lot. Nothing is kept in someone's head or someone's inbox. Work for clients on a Priority or Security Essentials plan is ordered by the priorities above.

If you are on Casual Support

We do our best for everyone, but clients on a Priority or Security Essentials plan come first, because that is part of what they are paying for.

If you are not on a plan and you have something that genuinely cannot wait, ring us and ask for an **emergency upgrade**. We will treat it as critical and get someone onto it. It is charged accordingly, so check with whoever owns IT at your end before you ask for one.

What We Can Help With

Almost anything, but to be genuinely good at what we do we have to concentrate on a defined set of products. We call that our **Recommended Technology Platform**, and you can read it at ginko.com.au/rtp.

We use the same platform ourselves. On it, we know how things behave, we know what breaks, and we fix problems faster because we have seen them before.

Something that is not on the list?

Ask anyway. We are good at working problems out and we are happy to help where we can.

Two caveats, so there are no surprises on the invoice:

- For products outside the platform it can take us longer to get familiar with them, and that time may be billed separately to your agreement. Ask us first if you are not sure.
- Third party and line-of-business software needs to be under a current maintenance or support agreement with the vendor. Without one, the vendor will not take our call, and we are left working around a problem instead of fixing it.

If something is well outside what we do, we will tell you straight and help you find someone who does it properly.