

RULES OF THE GAME

WELCOME!

First up – a huge welcome from all of us at Infinite Edge!

We are excited to start helping you reclaim trust in your IT, so that you can get the most out of your Technology!

To get you up to speed with how to best work with us to get the most out of your Technology we have put together this onboarding information pack.

Where we'll be running through things like:

- The quickest ways to get help
- How fast we can help
- How to get help After Hours
- What we can help you with



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BEST WAYS TO GET HELP

Here we'll run through the best ways for you to get help (we call each request for help a **Support Ticket**).

Whenever we talk about a **Support Ticket Number** – please know that we aren't doing it to make you feel like just “another number in the system” (that's the last thing we ever want to do).

We're doing it to make sure can help you as fast and efficiently as possible (a reference number is typically the fastest way to track things down).

Our standard support hours are Monday to Friday 7.30am - 6pm AEST/AEDST

Here's the best ways to ask for help:

Email

To open a **Support Ticket** via email, please shoot an email to support@infiniteedge.com.au . This creates a **Support Ticket** immediately for us to get started on. You'll receive a reply letting you know we have it.

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.

Telephone

If your request is urgent or you'd like to talk to us, simply give us a call on 03 9988 1832 and we'll be able to grab all the details and enter a **Support Ticket** for you.

Bear in mind that while we'd love to be able to give immediate support over the phone, it's not always possible.

If for some reason the phones are all tied up and you are asked to leave a voicemail, please do so, as the voicemail will be sent to our ticket system for prompt action. If you don't leave a voicemail, it's difficult for us to ascertain who from your business we need to get back to.

Please don't call our technicians directly on their mobiles. Like you, they are busy and may not be able to attend the call or get back to you in a timely manner, and we'd hate to have you waiting on us unnecessarily to get back to you! :)

Your Client Portal

You can also visit your client portal at www.infiniteedge.com.au/submit-request to add a **Support Request**.

After Hours

If you need urgent help After Hours, we have an after hours emergency phone service. Simply follow the instructions for **Telephone**, and we'll get back to you ASAP.



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SMS

As with calling our technicians on their mobiles, we ask you to please not text or SMS them either. Their phones are not constantly monitored and we can't provide you with the level of service we pride ourselves on if you reach out to them this way.

On occasion you may receive an SMS from us. This may be an accounts related enquiry, or an important or urgent or update.

With all the spam and fraudulent texts around at the moment, we ask you to save our dedicated mobile number to your contacts so that you know the messages are legitimately coming from us.

Our mobile number is: **0485 867 509**

WHAT WE CAN HELP WITH

We'd like to think we can help with everything 😊

However, the reality is, to be really great at what we do, we have focus on supporting a certain set of products and services.

We call this set of products and services **Cyber Intelligence** (or CI for short).

We know that using our CI services, you will have a great experience with your IT and if any issues pop up – we'll be able to fix them quickly and easily to get you back up and running.

We also practice what we preach, running our own business, and our other clients' businesses, on our **CI** platform.

We will be going into more detail about our CI Platform once your onboarding is complete.

What if I need support for something not on there?

Just ask us!

We pride ourselves on our troubleshooting and problem-solving skills and we are more than happy to help where we can.

Just keep in mind that for products outside our BSP, it may take us a little longer to familiarise ourselves in supporting them (and it may be billed separately to your agreement - check with us if you are unsure).

And if you ask us for something completely outside our skill and experience level and there's a chance we could break something, we'll help you figure out where to go to get the best help.

