



ECC Technical Outsourcing Guide



WHO IS EARL-CHRISTIAN CONSULTING?

Earl-Christian Consulting (ECC) is a professional services firm that offers technical peace of mind by removing the burden of supporting your own computing environment. We focus on advising our customers on how to best use Information Technology to meet their business objectives. In addition, we can implement and administer IT systems on your behalf. This allows your organization to focus on more important business objectives, while maximizing your technology investment. Look to us for solid operational infrastructure, real-world expertise, and a proven methodology. You will maximize your return on your IT infrastructure investment.

WHAT IS TECHNICAL OUTSOURCING?

ECC Technical Outsourcing involves the transfer of management and/or day-to-day execution of your technical business functions to our staff. You will receive 24x7 technical support to ensure that your environment stays up and running. Your organization will also get unlimited access to support services, such as: remote help desk support, knowledge base, online training, scheduled onsite visits, and service reporting. You will be assigned a Certified Systems Engineer (CSE) who will serve as your single point of contact to our organization. This trusted advisor will provide personalized support, solutions planning assistance, proactive advice, and direct intervention when issues arise. The CSE also has access to all our internal resources in order to provide the fastest resolution to your issues, technical or otherwise. In short, a CSE is a Full-Time Equivalent (FTE) remote consultant that serves as an extension to your internal staff.

Please review the following details regarding Technical Outsourcing entitlements and the support process. Please contact any ECC employee directly, or call us at 800.316.4805 with any questions.

Best Regards,

ECC Technical Outsourcing Management Team

Phone: 800.316.4805

Email: outsourcing@earl-christian.com

Web: www.earl-christian.com



ECC TECHNICAL OUTSOURCING ENTITLES YOU TO:

- An assigned Certified Systems Engineer (CSE) from our Technical Support team
- Access to our Remote Help Desk (<http://helpdesk.earl-christian.com>) for immediate assistance, and access to Knowledge Base articles and self-help solutions.
- Proactive support notifications via phone, email, and web as often as needed.
- Up to 5 authorized contacts from your organization who can contact your CSE.
- Telephone, web, and email access to support 24x7 (normal business hours are from 7am to 7pm CST. Severity 1 issues get critical response within the hour).
- Ability to customize your portfolio of ECC managed services. Our current turnkey solutions include (but not limited to):
 - Antivirus and Security Updates
 - Complete Systems Management
 - Computer Based Training
 - Data Backup and Recovery
 - Remote Help Desk Support
 - Virtual Computing
 - Web Design and Hosting

ACCESSING TECHNICAL SUPPORT

Your organization will be provided with a unique account number that will serve as proof of a valid support contract with ECC. That account number should be kept in a safe place. If you lose your account number, it may take significantly longer to contact support, access web content, or engage your assigned CSE for resolution to critical issues.

A maximum of 5 authorized contacts are allowed to contact support on behalf of your organization. Those individuals will be validated using their organization email address. That address, and a unique password, will also serve as credentials to access the web portal.



SUPPORT BUSINESS HOURS

Support is offered 24/7 for critical issues. Normal business hours are from 7am to 7pm CST, subject to local holidays and weekends.

Your CSE is available via phone and email 24/7. The CSE will work to resolve severity 1 issues ASAP, regardless of normal business hours and holidays.

Once enrolled, you will receive a confirmation letter with details on how to contact your CSE.

CSE RESPONSE SERVICE LEVEL AGREEMENT (SLA)

- Emergency office or mobile phone messages to your CSE: 30 minutes
- General Office or mobile phone messages to your CSE: 1 hour
- Email messages to your CSE: 1 hour
- Remote Help Desk Portal Service Requests: 1 hour

You will always have the ability to directly contact your assigned CSE via email, phone, or online service request.

A service request (SR) can be initiated online at <http://helpdesk.earl-christian.com> and will be assigned directly to your CSE. Your CSE will make every attempt to resolve the immediate issue(s). Unresolved issues are evaluated based on severity and priority of resolution. We make every attempt to resolve each SR immediately. If we are unable to resolve an SR to the customer's satisfaction, the SR is escalated to successive Tiers and/or management for proper resolution.



SEVERITY DEFINITIONS

Severity 1 – Business has stopped (Critical Priority)

- Your organization cannot conduct business/business is severely impacted.
- The ECC managed product(s) are not functioning.
- There is no viable workaround for the issue.

Severity 2 – Business is severely impeded (High Priority)

- Your organization's business is impeded but can continue to operate.
- A major ECC managed product feature is not functioning.
- There are widespread symptoms across your organization's environment.

Severity 3 – Business is impacted, but functioning normally (Standard Priority)

- Your organization's ability to conduct business is not affected.
- The symptom affects a single device or isolated parts of the environment.
- Specific functionality is not working.

Severity 4 – You request general information (Informational Priority)

- You request further information.
- You request research initial research on product or service.

REMOTE HELP DESK PORTAL

Our Remote Help Desk Portal offers 24-hour access to solutions to the most common support requests. You can also use the portal to create, view, and update service requests. Use the portal to find:

- Information on your SR's
- Knowledge Base articles
- Tutorials and guides
- FAQ's



END-OF-LIFE POLICY FOR COMMERCIAL PRODUCTS

To make sure we provide the most innovative and cost-effective solutions and services to our customers, we support all products based on formally documented system requirements set by each particular vendor to be supported (i.e. we follow Microsoft's support lifecycle for operating systems and software products).

FEEDBACK

Customers are periodically provided with a survey for resolved cases and other services. The feedback obtained from these surveys assist us in improving our support process. The requests are kept confidential and we gladly follow-up with customers that request a personal response to their submission.

You will get a response from feedback@earl-christian.com

REQUEST FOR ADDITIONAL INFORMATION

Please contact us to discuss pricing for this service, or request any additional information not included in this document.

Best Regards,

ECC Technical Outsourcing Management Team

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