

Service Level Agreement

IT Support

Galactica IT Group Ltd has set the standard as one of Essex and London's premier IT Support and Cloud Solutions businesses.

Through the effective use of technology and by having a thorough understanding of precisely what your business needs, both now and in the future, it's our role to make sure that you gain the competitive advantage that will be the key driver to your ongoing success. We know technology and we only ever offer 'best fit' solutions. We do more than simply manage your IT infrastructure. We are your outsourced IT department and, most valuably for business owners, you will never need to go anywhere else for add-ons.

Whether you are a start-up, established SME, or a global, multi-site business, by understanding your company ethos and how you work, we help you to stay ahead of the curve.

Our unique support methodology

Our strength lies in our personal approach to IT support. We introduce our consultants to you, and your staff will be familiar with those individuals, having their direct telephone numbers. There are tried and tested procedures in place for requesting assistance, and staff know that in any situation and any emergency, they can contact the consultants directly. Some IT support companies only route calls through a central call Centre. We have a central helpdesk, but also allow you the choice of how you want to contact us. Flexibility is important to us, to keep all users happy.

Your dedicated Account Manager will keep in touch with you to make sure that we are providing the high level of service that our clients have come to expect from us.

Our support packages

We endeavor to provide our clients with more than just IT support and provide a complete package that fulfils all your IT needs.

We have a wide range of clients across a variety of industries. Keeping up to date with the latest technologies allows us always to provide a fresh approach to your business. We thrive on challenges, making sure that the IT systems we set up and maintain provide a reliable platform to work in harmony with your business requirements.

Our packages are tailored to suit your circumstances and budget. Our approach to IT support allows companies of any size to budget with confidence, with unlimited access to our technical team. This is backed by proactive systems that automatically monitor and analyze the health of all IT infrastructures which we support around the clock.

What is included?

Helpdesk

There is nothing more important than knowing that there is someone available to assist with any technical issues. We have built our own internal support desk, available via phone, email. There are many types of problems, each of which has its own priority and resolution

timeframe. Our role is to ensure we meet our clients' expectations and keep them satisfied with our service.

Priority 1	Emergencies, Power failures, network failures, DR.	10 min Response time
Priority 2	New account set ups, End user down time, technical support at senior level capacity.	30-60 min Response time
Priority 3	Technical support at junior level capacity.	30-120 min Response time
Priority 4	New order management, Purchase order requests,	2-4 hour Response time

We use secure remote-control software to provide instant support wherever you are located. We can gain control of remote workstations over the web within seconds. The applications we use can also allow us to gather real-time system data and contains diagnostic tools to ensure we are working effectively.

On-site support

We are always happy to be with you in person. As well as showing technical expertise, we are approachable too. Our on-site visits enable you to meet and get to know our team on a personal level, so that you feel confident in our staff and know that you can rely on us. Galactica IT Group Ltd has a diverse team to supply clients with the manpower and expertise required, whether that is for a single user or for an entire organization. Our technicians are trained regularly so that they meet the professional standards that we expect of them.

In addition to the running of our IT support, we also have technical services managers who are responsible for the overall technical environment within Galactica IT Group Ltd. They take ownership to guarantee successful project implementation and to ensure that our clients are making use of the technical advantage that working with Galactica IT Group enables. We supply clients with the most appropriate available technologies in the marketplace, allowing you to stay ahead of the curve.

Other key features:

1. Web-based logging system

Our system provides a simple way to track your call from beginning to end. When you have a request all you need to do is email us. Your task will be automatically tracked with your details, assigned to our appropriate colleague, and responded to on time in line with our service agreement. To raise a task please email support@galacticagroup.cloud alternatively call 01702 595745.

2. Remote control of users' desktops

Galactica IT Group Ltd uses special remote-control software to provide instant remote support to customers. We can gain control of a remote PC over the web within seconds without pre-installing software. We can also gather real-time system data and utilize diagnostic tools so that we can resolve problems quickly and efficiently.

3. Extensive documentation of client sites

Galactica IT Group Ltd staff regularly document and update client site information, such as username, password and account details, router configurations, server configurations, network diagrams, pictures of cabinets, standard software installation files and staff names. These files are regularly synchronized between staff so that all files are up to date.

4. Manufacturer warranties tailored appropriately to the hardware.

For servers, desktops, and laptops there is a 3-year onsite warranty. Should the system develop a fault, the manufacturer will send out an engineer to the premises within 4 hours to rectify the issue. Throughout the warranty period, it will provide a part and labor service. As we love technology, we cover both Windows and Macs.

5. Quarterly Services Meeting

Our customers are eligible to 3 monthly service meetings with Galactica IT Group Ltd which supports the measurement of KPI's, performance matters, concerns and compliments or any other business.

Your designated account manager will be in contact to arrange these meetings either by in person or over Microsoft Teams.

6. Monthly Welfare & Support Visits

In addition to the quarterly service meeting, you will receive monthly support visits on a 2 weekly basis and when required.

Estimated Costs

Based upon your current IT infrastructure and end user equipment.

The following is included as an addition to agreement:

- High level of technical support, provided by a friendly team.
- Scalable solution – all Galactica IT Group Ltd infrastructure (people resources, hardware, and software solutions) are scalable and can grow with you as your business does.
- Unlimited callouts for support matters, and maintenance.
- Local engineers, so we can get to site quickly.
- Goal-driven, performance measured. During the first month we will create the roadmap for improving the user experience with IT

Initial Visit

Two engineers would come to site and perform a full site IT Audit FOC at the start of the contract. This is also a great opportunity to see how your company works and build up rapport with the staff.

Further Projects

Once we have begun the IT Support agreement, we will begin to look at further projects, such as:

- Review of domain hosting & website
 - Email solution
 - Review of current server and PC hardware
 - Infrastructure and network review including any troubleshooting
 - IT Consolidation/Strategy
 - High-level view of IT system
 - Security Analysis of system (including current file server, antivirus & backup)
 - ISP & Telephony Review
 - New office setup
 - Remote working
 - DR Plan
 - BCM Plan
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Customer Name:

Supplier Name:

Job Title:

Job Title:

Date:

Date:

Signature:

Signature: