

Help Desk Services



Help Desk Overview

Splice's 24x7 US-based Help Desk empowers our customers to provide high quality and immediate Desktop Support for their employees. Our Technicians deliver fast, courteous, expert problem resolution for end-user technical issues.

To do so, Splice focuses its support in areas where it has deep expertise. Our technicians receive regular training, coaching and quality review to continuously sharpen their skills, and they're backed by a team of professional supervisors and managers to ensure consistency and unmatched service delivery.

Splice manages all daily routine maintenance and troubleshooting, so your employees can focus on important, higher revenue-producing projects – all for a low, fixed monthly fee at a fraction of what it costs to staff and operate an internal help desk.



Service Level Options

Splice offers 24 x 7 support 365 days per year including holidays. Help Desk support hours provided to your customers will vary based on the service level you choose. All service levels are offered on a per end- user basis.

| Service Level ¹ | Hours ² |
|------------------------------|--------------------|
| Business Hours | 8:00 am to 6:00 pm |
| After Hours Only | 5:00 pm to 9:00 am |
| 24 x 7 Coverage ³ | 24 Hours |

1. Help Desk is available for sites that are using Elite Server Care.
2. All hours are based on the client's local time zone.
3. 24 x 7 Coverage is for single shift workers who need extra support during off hours such as nights, weekends, and holidays. 24 x 7 Coverage is per end-client and does not apply to use of a single machine shared by multiple shifts.

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Supported Software and Hardware

Splice's Help Desk supports numerous commonly used desktop software products, many of which are listed below.

Software

Desktop Operating Systems¹

(Note: The Help Desk will not install or migrate an Operating System due to the risk of data loss.)

- Microsoft Windows Vista
- Microsoft Windows 7
- Microsoft Windows 8
- Apple OS X 10.6 Snow Leopard
- Apple OS X 10.7 Lion
- Apple OS X 10.8 Mountain Lion
- Apple OS X 10.9 Mavericks
- Apple OS X 10.10 Yosemite

Office Suites*

- Microsoft Office 2003
 - Microsoft Office 2007
 - Microsoft Office 2010
 - Microsoft Office 2013
 - Microsoft Office 2016
- *Includes Word, Excel, PowerPoint, Access

Email Clients

- Microsoft Outlook XP/2003/2007/2010/2013
- Microsoft Windows Mail App
- Microsoft Office 365
- Google Apps
- Mac Mail

Browsers

- Internet Explorer 7 and above
- Mozilla Firefox
- Google Chrome
- Safari

Thin Client and Virtual Desktop Interface (VDI) Support

• The Help Desk will support clients using a terminal server or Citrix server by connecting to the server and remote controlling the end client's session. In order to support this, the Splice RMM Server Agent must be installed on the Terminal Server or Citrix Server. If the end client is using a Windows or Mac desktop, the Splice RMM Desktop agent should also be installed on that desktop as well. If the end client is using a thin client to connect to the server, this must be noted in the client profile. Thin Clients are billed on a per-user basis.

Note: Help desk support extends to end user devices if agent software is installed on the end user's assigned computer. This computer should be assigned to the user in their client profile. Alternatively, the user's client profile can be enabled for Thin Client access. Device support includes setup and configuration default email application and connection to wireless networks.

¹Microsoft discontinued Windows XP support as of April 8, 2014 and the Help Desk will not support the XP Operating System as of July 1, 2016. We will continue to support an XP workstation as a dumb terminal/thin client for remote access.

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Supported Services

Splice's Help Desk responds to a wide range of end-user requests. Although our Help Desk supports new user and equipment set-ups as well as other desktop projects, our first priority is to resolve high priority incidents that impede an existing client's ability to work. Therefore, we divide our services into two primary categories – Real-Time and Desktop Project Requests. This approach offers many benefits to our partners and their clients:

- Ensures that when our clients call with a high priority issue, our frontline technicians are available to serve them immediately. (We prefer to work with our clients while they remain on the call or chat to ensure issues are resolved to their satisfaction, but if the end user is not required, we will generally offer them the opportunity to disconnect while our technicians complete the work.)
- Minimizes the time our clients spend on the phone while our technicians work, thus delivering a superior customer experience.
- Enables Splice to offer low prices and provide additional services at no charge by leveraging our less expensive NOC resources when direct client interaction isn't required.

Real-time requests include high priority problem resolution as well as common administrative tasks and client inquiries. These requests are handled immediately by Splice's Help Desk technicians and worked to resolution. Because there are so many types of Real-Time Requests, it is useful to organize them into three categories: 1) High Priority Problems, 2) Administrative Tasks, and 3) Application Support.

1. High Priority Problems

High priority problems severely impede a client's ability to work. In some cases, multiple users may be affected. Examples include:

- Email or application crashed or not functioning properly
- Printing issues
- Database connectivity issues
- File and folder access problems
- General hardware failures
- Computer performance problems
- Virus and malware infections*
- Network connectivity failures**

The Help Desk works high priority problems immediately until resolved. In certain cases, we may recommend performing the work at night so that the client and their workstation are not tied up during business hours. For example, if the client is experiencing moderate performance problems or has a minor virus or malware problem, we will coordinate with the client to schedule the diagnosis and remediation after working hours. When difficult server-related problems are identified, the Help Desk will engage Splice's NOC which specializes in server troubleshooting and remediation.

* The Help Desk will scan and remove viruses/malware from individual workstations. Where a more widespread infection exists, the NOC will work with the MSP to resolve the problem. Note that sites with network infections often require workstations to be physically disconnected from the network to prevent re-infection during clean-up, in which case the NOC's ability to assist is constrained.

** The Help Desk is for end users and is therefore prepared to resolve limited network problems. The Help Desk will attempt to isolate a network problem and if permitted, direct the client to power-cycle attached devices such as a local router. The Help Desk does not change network configurations, including firewalls, nor does it provide support for troubleshooting or power-cycling network gear found in server rooms or data centers.

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2. Administrative Tasks

The Help Desk responds immediately to Administrative Tasks such as those listed below. As described under Project Requests, more complex administrative tasks such as new workstation setups are not performed real time.

Administrative tasks include:

- Single user account and group creation
- Mailbox and distribution list creation
- Password resets and unlocking of domain accounts
- File/folder permission changes
- Microsoft Outlook profile set-ups
- Mobile device email setup and configurations, and email, contact and calendar synchronization troubleshooting
- File and Folder Restores - Microsoft Shadow Copy and VERITAS/Symantec Backup Exec 8.0 and above only

Most Administrative Tasks, including password resets and account management, require the client administrator to authorize these requests. For security purposes, we do not make these types of changes without approval. If further details are required, please create a reference and tag it with the Security Related Requests tag.

3. Application Support

Application Support includes Common Desktop Applications and Line of Business and Proprietary Applications. All Help Desk technicians are fully trained in Common Desktop Applications, however, they are generally not familiar with Line of Business and Proprietary Applications. Therefore, we approach support for each of these differently.

3.1 Common Desktop Applications

Common Desktop Applications are listed in Supported Software and Hardware. The Help Desk provides in-depth troubleshooting and assistance for these applications and draws on a wide range of resources to ensure comprehensive support including use of Splice's Knowledgebase, References, and web searches. Although the Help Desk does not provide end-user training, technicians will assist users with simple application questions such as how to print from a specific application or how to add a signature block to an email.

3.2 Line of Business and Proprietary Applications

Line of Business and proprietary applications are supported using Splice's Knowledgebase as well as References. Splice's Knowledgebase contains an extensive repository of knowledge articles for Level 1 and limited Level 2 support for numerous third-party applications such as QuickBooks. Additionally, clients can provide troubleshooting and support documentation in the References section of Splice's IT Support Portal which technicians will search for solutions and answers to common client queries. Technicians will also search the web to resolve Line of Business application problems, but will not contact third party vendors for support.

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Desktop Project Requests are those requests which can be anticipated and thus scheduled in advance and require extended time, generally 20 minutes or more to address. Project Requests will be performed after hours when the client is not using their workstation and will be completed by Splice's NOC technicians so that Help Desk technicians remain available for Real-Time Requests. Splice will make best efforts to complete project requests no later than 6:00 a.m. of the client's local time zone on the day following the request, but in any event, no more than 24 hours from the time of request. Note that for clients subscribing to Business Hours support, projects will be completed by the next business day, rather than calendar day. Examples of project requests include:day

- New computer set-ups and configurations
- Network printer set-ups requiring configuration of the printer and multiple end-user workstations
- New user set-ups involving multiple application installations
- User terminations involving more than two password disables and/or multiple software removals or any email archiving or transfers
- Complex desktop software installations
- Any request involving 3 – 5 workstations, e.g., installing software across multiple workstations, configuring multiple workstations for a new network printer*



Additional Services

Help Desk clients also enjoy the benefits of Splice's advanced remote monitoring and management (RMM) platform and our world-class 24 x 7 NOC. Our expertise is codified into comprehensive rules that correlate event IDs, registry values and performance metrics to intelligently filter through thousands of alerts. The NOC provides full server problem resolution and also gives you the option of receiving step-by-step instructions so you can quickly resolve problems yourself.

Splice's Tech Advantage service offers low-cost, fixed-price projects for hundreds of different tasks ranging from simple desktop projects to the most complex server virtualization and cloud migration initiatives.



Learn More

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