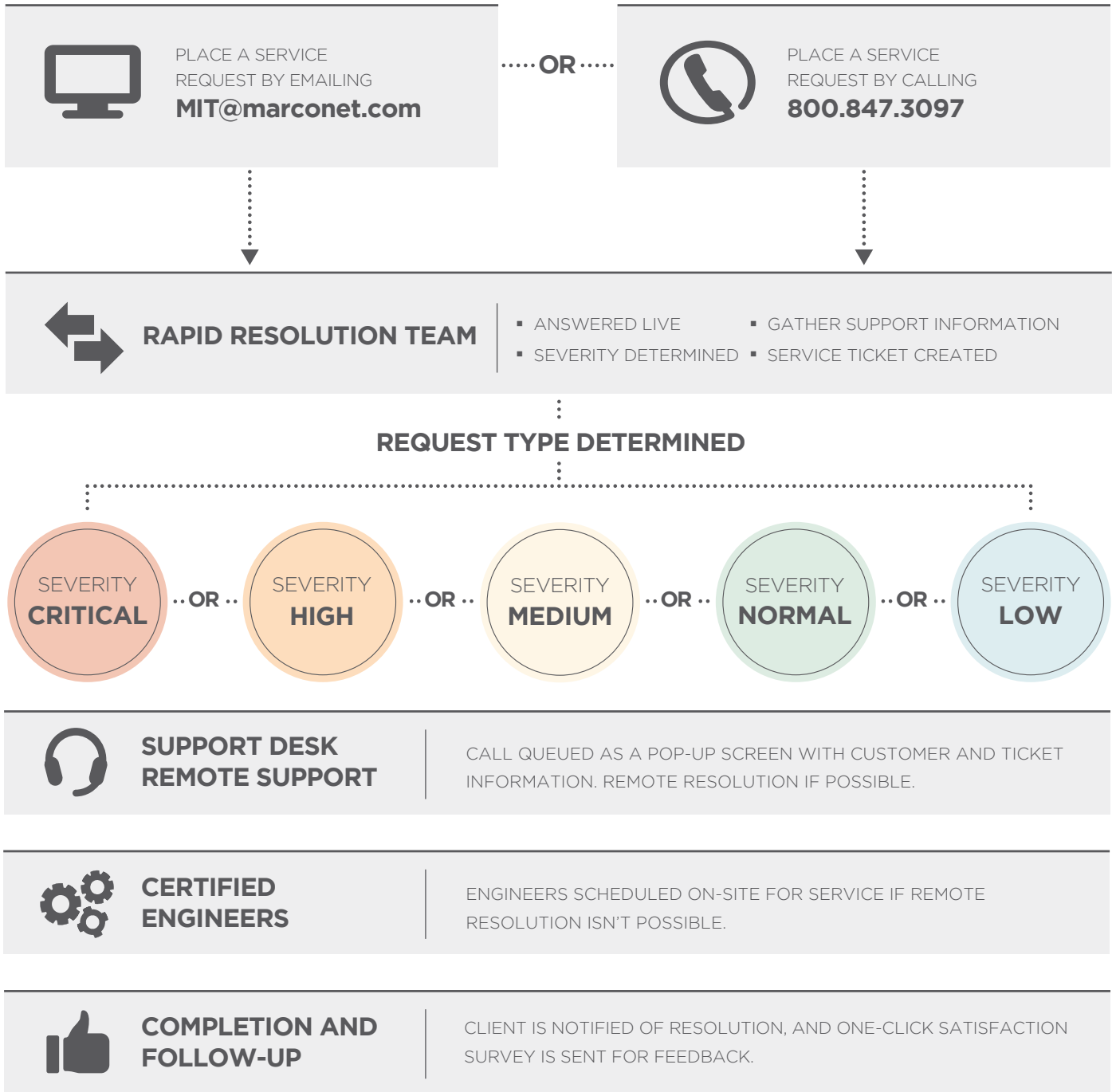


MARCO MANAGED SERVICE REQUEST PROCESS



PLACE A SERVICE REQUEST
8:00 AM - 5:00 PM

800.847.3097
MIT@marconet.com



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MARCO MANAGED SERVICE REQUEST PROCESS






Service Request Escalation Process

As part of our Support Desk, the Rapid Resolution Team answers your call “live” to help determine the urgency and severity of your request. The Rapid Resolution Team will also work to resolve standard requests and will provide a hand off to your dedicated care team for all other service repairs or in depth requests. In the rare case that remote support is not enough, an engineering technician will be sent on-site.

Occasionally, circumstances arise where our normal service procedures may not provide the response you require. In these rare circumstances, we ask that you contact Marco’s service managers at:

▪ **Fritz Wensel, Senior Director of IT Service**
800.847.3098 x7729 | fritzw@marconet.com

▪ **Adam Ramberg, Director of MIT Service**
800.847.3098 x7732 | adam.ramberg@marconet.com

SERVICE LEVEL TARGETS	TICKET ACKNOWLEDGED	TECHNICIAN ASSIGNED
 <ul style="list-style-type: none"> ▪ Business operations are down with no workaround ▪ Company-wide outages ▪ System outages preventing you from conducting essential business tasks ▪ Issues affecting your ability to effectively service customers 	10 MINUTES	30 MINUTES
 <ul style="list-style-type: none"> ▪ Business operations are severely degraded company-wide ▪ Multiple-user stoppage ▪ Outage issues prevent a department or group from working 	10 MINUTES	1 HOUR
 <ul style="list-style-type: none"> ▪ Entire company production has been slightly reduced ▪ Multiple users severely degraded ▪ Single user stopped ▪ Emergency change requests 	10 MINUTES	2 HOURS
 <ul style="list-style-type: none"> ▪ Multiple user productivity has been slightly reduced ▪ Single user degraded/reduced ▪ Change requests that are time sensitive 	30 MINUTES	SAME OR NEXT BUSINESS DAY
 <ul style="list-style-type: none"> ▪ Change requests that are not time sensitive ▪ Issues that do not prevent overall productivity of employees ▪ Requests for information 	30 MINUTES	2-5 BUSINESS DAYS

**Marco will do its best to address service requests according to the Service Level Targets above; however, we cannot guarantee that every ticket will be addressed within these service timeframes.*

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