

# Help Desk

Support when it matters most

## Flexible, expert help desk support for your IT team

At Switchshop, we understand the growing demands placed on IT teams. When time is limited and infrastructure is critical, having access to dependable support can be essential.

Our Help Desk Support Contracts provide responsive, scalable help desk support when you need it most.

## How it works

Our 24x7 UK-based help desk operates during standard business hours, and support requests can be submitted via email or telephone. Each request is logged through our enterprise-grade service management system and assigned a unique ticket reference number, allowing you to track progress throughout.

Our fully trained, manufacturer-certified team will work directly with you to manage and resolve your query, using both telephone support and secure remote access.

## Support to suit your organisation

We offer two levels of help desk cover to meet the varying needs and priorities of your business:

- **Silver** - Enhanced response times with SLA's
- **Gold** - Enhanced response, regular service reviews and infrastructure backups

These can be paired with our wider professional services to provide a complete IT support solution.



## Driven by customer experience

We take customer feedback seriously. Regular account management meetings and satisfaction surveys help us monitor our service levels and continuously improve the support we deliver.

## Switchshop Customer Portal

Our customer portal gives users and their teams complete visibility and control over their support experience. Customers can log and track tickets in real time, monitor progress updates, communicate directly with engineers, and access detailed reporting through a single, easy-to-use platform.

Fully integrated with our help desk services, the portal streamlines communication, improves response efficiency, and ensures complete transparency throughout the support process.

## Talk to us today

Discover how flexible and cost-effective expert IT support can be, and give your team the peace of mind they deserve.

## Help Desk support offerings:

| Features                                                                                                               | Silver         | Gold             |
|------------------------------------------------------------------------------------------------------------------------|----------------|------------------|
| 9:00 - 17:00 service desk access, Mon-Fri exc. bank holidays                                                           | x              | x                |
| Response time and actioning of remote minor works                                                                      | 1 Business Day | 4 Business Hours |
| Logging of manufacturer support calls for any product under enhanced support packages (i.e FortiCare or HPE Care Pack) | x              | x                |
| Escalation to 3rd line Switchshop support team                                                                         | x              | x                |
| Access to support via email or phone                                                                                   | x              | x                |
| Pro-rata payment as new equipment and licenses are added                                                               | x              | x                |
| Monthly payment solutions                                                                                              | x              | x                |
| Inventory, registration, and management of items under support                                                         | x              | x                |
| Secure configuration backup of any supported devices                                                                   |                | x                |
| 6 month help desk review with Technical Services Manager                                                               |                | x                |
| 24x7 support                                                                                                           |                | Optional         |

All Switch-Gold can have on call 24x7 uplift applied to them. 24x7 features of this support level include:

- Telephone support
- Manufacturer ticket creation and escalation to enable parts to site delivery.

## Monitoring and Backup Support Matrix

Switchshop is unable to test every model with every firmware across all vendors portfolios, however, we have tested the most common devices to create the support matrix.

Please note:

- Devices require a minimum of SNMP for a device to be monitored.
- Devices require a minimum of SSH cli access for a device to be backed up.
- Web only switches are currently not supported

| Platform              | Monitor | Backup |
|-----------------------|---------|--------|
| Aruba CX              | ✓       | ✓      |
| Aruba Instant         | ✓       | ✓      |
| Aruba Mobility Master | ✓       | ✓      |
| Aruba OS              | ✓       | ✓      |
| Cisco Switch          | ✓       | ✓*     |
| FortiAnalyzer         | ✓       | ✓      |
| FortiAuthenticator    | ✓       | ✓      |
| FortiGate             | ✓       | ✓      |
| FortiManager          | ✓       | ✓      |
| FortiWeb              | ✓       | ✓      |
| FortiWLC/Meru         | ✓       | ✓      |
| HPE Comware           | ✓       | ✓      |
| Ruckus ICX            | ✓       | ✓      |
| Ruckus Unleashed      | ✓       | ✓      |
| SonicWall             | ✓       | ✓      |

\*Requires K9 firmware