

Welcome to Arcom IT Support

The following gives details of how to log a support call and the information required.

1 Standard Hours

Mon-Fri 08:00-18:00 (excluding UK Public Holidays)

- ▶ Log call via email to **support@arcomit.co.uk**
- ▶ Log call via telephone on **01483 505055** (Priority 1 & 2 calls as below **must** be logged by telephone)

2 Information Required

- ▶ Company Name
- ▶ Contract Number
- ▶ Location (town or postcode)
- ▶ End user name and contact details (to include one of either phone or email)
- ▶ Description of Incident
- ▶ Impact of Incident e.g. Single user only, Companywide, Single Application only etc.

Incident Type	Incident Description	Response Time	Priority
Emergency	Severe system failure with users unable to access a major system. E.g. e-mail.	1 hour	1
Critical	Severe system degradation affecting a substantial proportion of users or a key user or one application failing.	2 hours	2
Non-Critical	An incident affecting a number of users or a single user experiencing local difficulty accessing a service or with the operation of their service.	4 hours	3
Change Request	A request for a change to an existing service or to add a new service.	1 day	4
Technology Assistance	Technological Request.	1 day	5

All requests initially to be sent by email to **support@arcomit.co.uk** via our service desk. An automated Ticket Number Reference will be provided and escalated according to priority.