Client Support Guide

Keeping your business connected

This document is designed to help you understand our processes and ensure you have the right contact points to be able to resolve your issue or request in the most efficient manner. Please feel free to share this among your teams as this will enable them to understand more about Digital Origin and how best to utilise our services.

DIGITAL ORIGIN

0333 006 7787

helpdesk@digital-origin.co.uk

https://portal.digital-origin.co.uk

Table of contents

	Page
Department Details	3
Helpdesk Workflow	4
User logs ticket > Incident Triage	5
User logs ticket > Service Request	6
Service Level Agreement (SLA)	7
Service Portal	8
Client Feedback	9
Billing Portal	10
Quotes & Orders	11
Connectivity as a Service (CaaS)	12
Our Four Product Pillars	13
Cyber Security	14
Guardian Packages	15
Guardian.ProCloud24	16
Fair Usage Policy (FUP)	17

Department Details

Department	Function	Email
Client Services	Ticket Triage	helpdesk@digital-origin.co.uk
Helpdesk	Technical Support	helpdesk@digital-origin.co.uk
Service Delivery	Order Management	service.delivery@digital-origin.co.uk
Billing	Bills & Payments	billing@digital-origin.co.uk
Sales	Account Management	sales@digital-origin.co.uk

Opening Hours

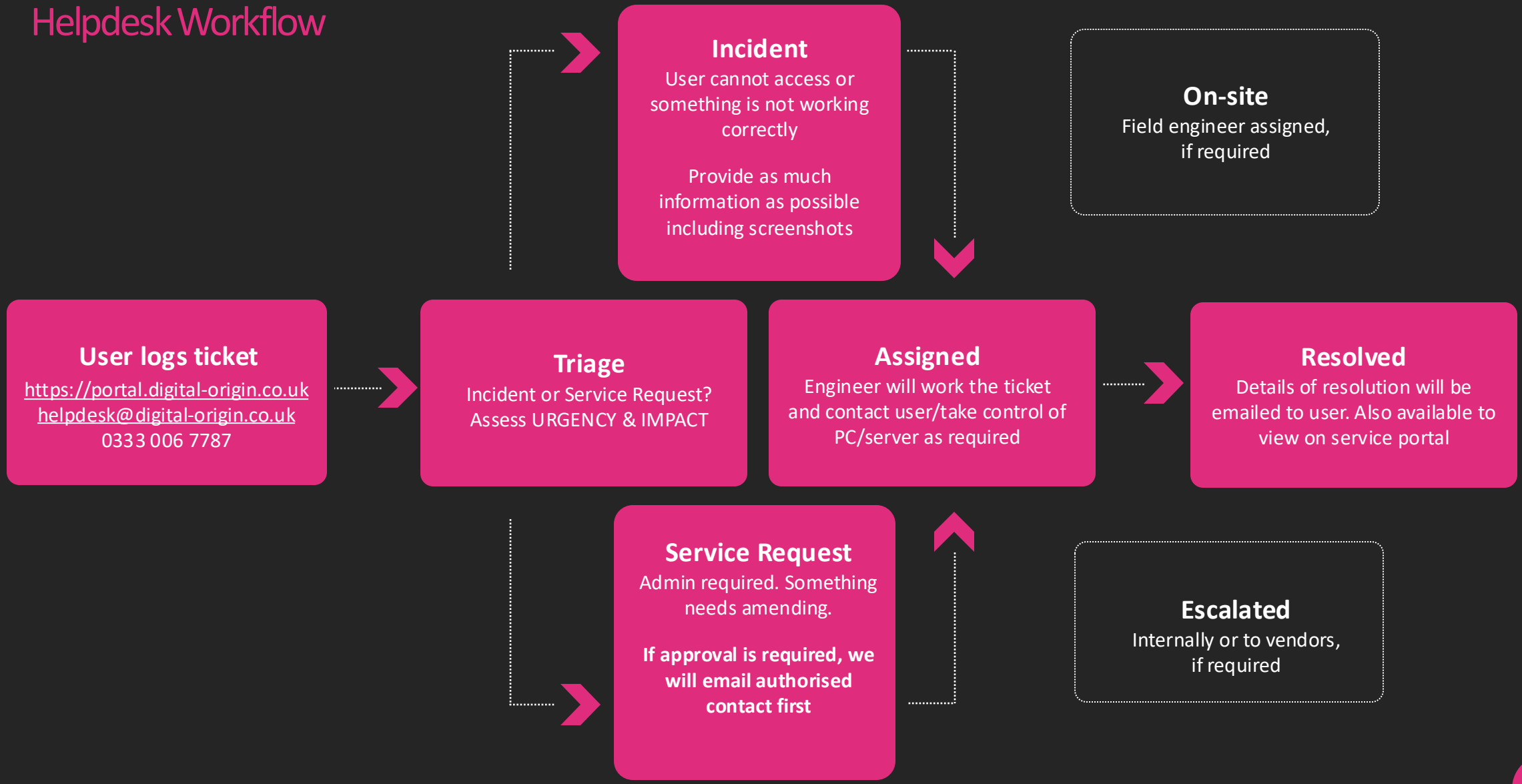
Monday-Thursday	8am-6pm
Friday	8am-5:30pm
Saturday	8am-1pm (Helpdesk only)

0333 006 7787 https://portal.digital-origin.co.uk

Trading Address

Briary Barn
Pury Hill Business Park
Alderton Road
Towcester
NN12 7LS

Helpdesk Workflow



User logs ticket > Incident Triage

Listed below is the information we request when logging a ticket either by telephone, email or portal. Please supply as much detail as possible, including screenshots. This will help the team accurately triage and prioritise your issue.

Company Information

- Company Name
- Site
- Username

(These will auto-populate on the Service Portal)

Describe issue

- What isn't working?
- Who is affected?
- Which PC(s)?
- Error message?
- Working at home or office?
- When did it start?

Contact Information

- Best number to call you on?
- When are you available?

Incident Priority

Once the ticket has been created you will receive an email confirmation with a ticket ID. You will also receive further emails when your ticket has been assigned to an engineer. The below triage grid is used to prioritise each ticket from P1 to P4 depending on the IMPACT and URGENCY of your issue.

	IMPACT		
URGENCY	**High = All Users**	**Medium = Multiple Users**	**Low = Single User**
High = Not functioning e.g. Whole application / site down – no one can work	P1 - Critical	P2 - High	P3 - Moderate
Medium = Function impaired e.g. System is operational but major features not working	P2 - High	P3 - Moderate	P4 - Low
Low = Function not ideal e.g. minor glitches not affecting day to day business	P3 - Moderate	P4 - Low	P4 - Low

User logs ticket > Service Request

A Service Request differs from an Incident in that nothing has necessarily stopped working. Service Requests tend to be of an administrational nature but still usually require a level of technical knowledge or system access hence they are performed by our helpdesk engineers.

Depending on the type of request we may also need to seek permission from an authorised contact before the request can be fulfilled.

Examples of service requests include:

- Mailbox access, email forwarding and mailbox rules
- 3rd party access to your systems
- System permission changes
- Telephone call recording retrieval
- SharePoint and other folder / data access requests
- Mobile username changes & SIM swaps

To speed up response time, please submit ALL Service Requests via the Service Portal or email to helpdesk@digital-origin.co.uk with full details of your requirement. It can be hard to capture all data over the phone.

Starters/Leavers/New PC Set-ups

These tend to start as Service Requests but sometimes they may require quotes being signed before the engineering work can be carried out.

There are also dedicated forms that will need completing to ensure that the users / PCs are set up with all the correct settings for that user.

The more notice you can provide for starters / leavers the better as they can be quite time-consuming for our engineers.

Billing queries

All billing related queries should be sent to billing@digital-origin.co.uk

Mobile rate card

Please visit www.digital-origin.co.uk to view the rate card in the website footer.

Service Level Agreement (SLA)

Every technical issue is extremely important and usually deemed urgent. As such we will always look to resolve issues immediately where an engineer is available. At busy times we may need to prioritise the workload. We will do this guided by the following criteria:

Incidents

Priority	Description	Response Target	Resolution Target
P1	Critical	0.5 hrs	2 hrs
P2	High	1 hr	4 hrs
P3	Moderate	4 hrs	8 hrs
P4	Low	8 hrs	24 hrs

NOTE: hrs are working hours / days are working days

Service Requests

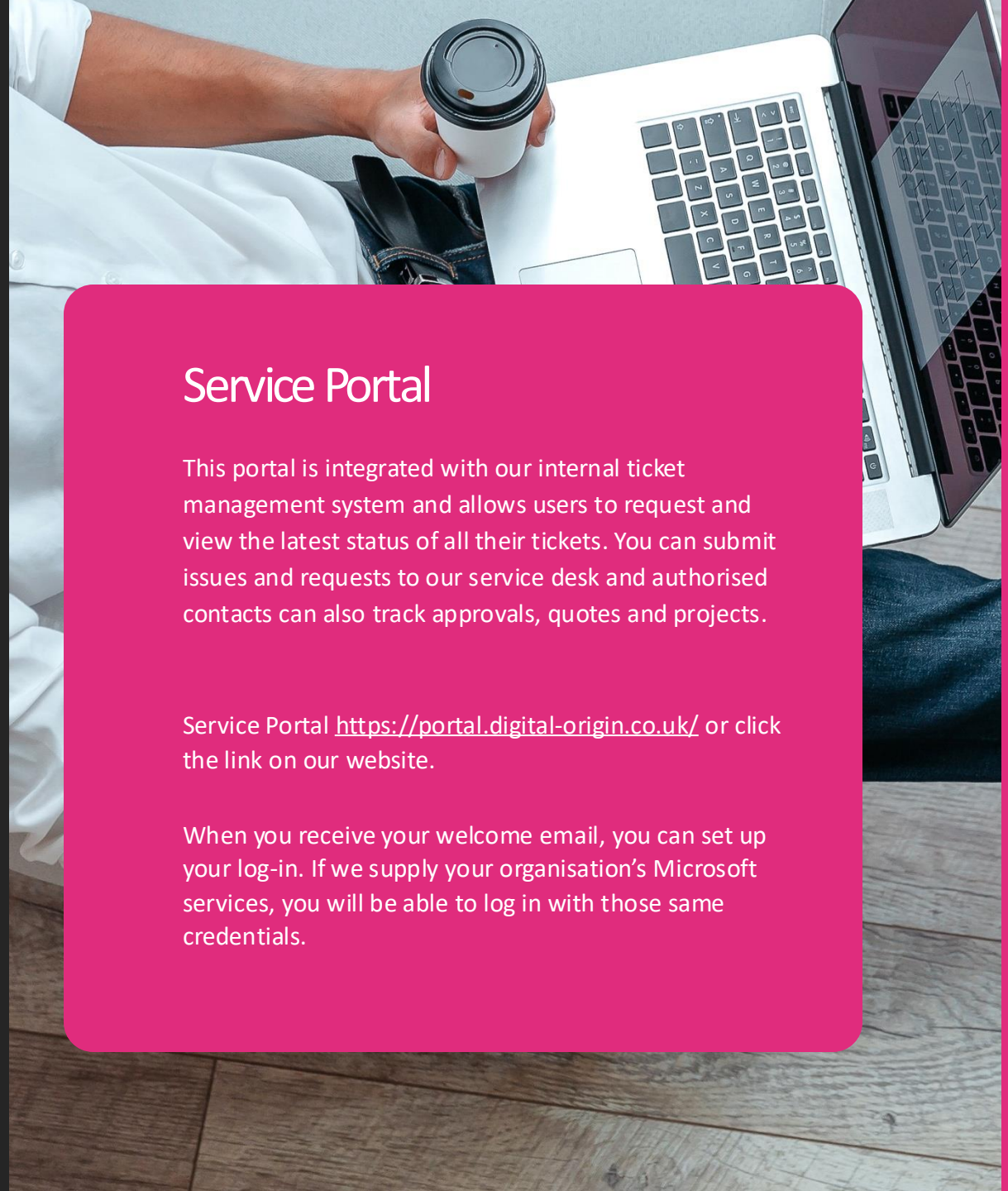
Description	Response Target	Resolution Target
New user set up	1 day	5 days
Leaver	1 day	2 days
License amendment		1 day
SIM Swaps		1 day
Admin Change		5 days

Billing Queries

Description	Response Target	Resolution Target
Billing Query	1 day	2 days

Self-service client portals

The most efficient way to raise an Incident or a Service Request is to use the Service Portal. There is also a dedicated Billing Portal with live access to current and historic billing. Full details on how to access and navigate the portals are on the following pages.

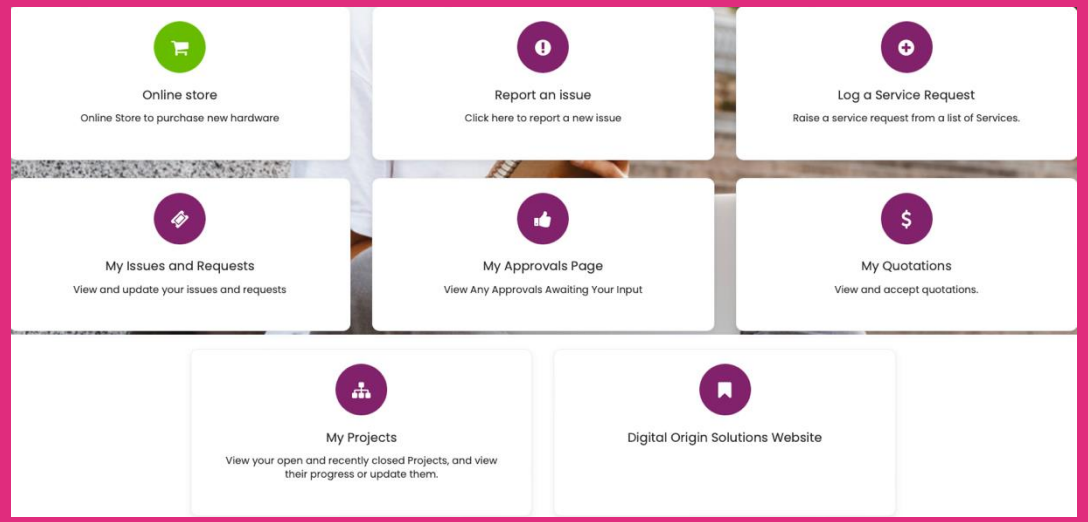


Service Portal

This portal is integrated with our internal ticket management system and allows users to request and view the latest status of all their tickets. You can submit issues and requests to our service desk and authorised contacts can also track approvals, quotes and projects.

Service Portal https://portal.digital-origin.co.uk/ or click the link on our website.

When you receive your welcome email, you can set up your log-in. If we supply your organisation's Microsoft services, you will be able to log in with those same credentials.



Report an issue and Log a Service Request

These two sections allow users to initiate support or service requests straight into the helpdesk ticket queue. No need to call or email and you can submit requests at any time of day or night.

My Approvals / My Quotations / My Projects

These sections are mainly for authorised contacts who need to approve certain work for their business and / or track quotations and project tasks.

My issues and Requests

This section allows users to view the status of their open tickets. You can also review closed tickets and export lists for analysis. Authorised contacts can also view tickets from all users in their company.

Service Catalogue

Select from a range of Services available across our CaaS portfolio.

Client Feedback

Providing a five-star service to our clients is central to our business ethos. We are continually looking for ways to improve what we do and how we do it. We have two formal mechanisms to collect feedback:

1. User Ticket Resolution Email
2. Six Monthly Client Survey

We are very happy to receive constructive feedback from any client at any time. Please speak to your account manager in the first instance.

User Ticket Resolution Email

Users will receive the following message when tickets are resolved:

"We are constantly reviewing our performance and services to make improvements where we can. If you could please take a moment to rate your recent experience with the support team, by clicking below:"

After clicking the appropriate 'face' you will be prompted to add some optional comments to support your rating. These get forwarded to the management team for review.

Six Monthly Client Survey

In January and July each year we will send a short survey to key contacts within each client. This allows us to measure our Net Promoter Score (NPS) to see what progress we have made since the last survey.

This is a great opportunity to have your say and influence how we serve our clients so please do take a few minutes to complete the survey.

Billing Portal

This portal is integrated with our internal billing system and allows authorised contacts to view current and historic billing information. It also enables some simple self-service tasks like changing users names and cost centres.

- Billing Portal https://webportal.ajkl.co.uk/DigitalOrigin or click the link on our website
- Each client has a default log-in using five-digit billing account number as username
- Individual log-ins can be arranged. Please email billing@digital-origin.co.uk

When you first log in the home page will default to a summary of the latest invoice.

NOTE: Line rental is billed in advance by 'Invoice Date' and usage is billed in arrears for previous month (plus any late landing usage). 'Invoice' reflects the usage month.

To view previous billing periods or future 'Unbilled' use the 'Invoice' dropdown to select the relevant billing period. 'Invoice Date' will change automatically.

Click 'View Calls' or 'View Charges' hyperlinks to see itemisation behind the charges

All data tables

- Column headers allow you to sort and filter the contents; type into the white box to be more specific.
- Use the 'Export' feature to save a CSV file for further data analysis
- 'Show Column Selector' pops up additional column options. Drag and drop as required.
- Use the main menu to navigate through the site. Some of the menu options may not apply to your account and / or the product sets being billed.

Quotes & Orders

Quotes

All requests for new or additional products and services which require one-off and / or monthly billing will need to come via a quotation. Quotes will be emailed to an authorised contact for signing. Click the link in the email to view the details of the quote and then click ‘Accept’ and sign electronically.

Order Management

Signed quotes will be converted into Sales Orders. The Service Delivery team will be in contact to acknowledge the order and agree next steps. These will vary depending on the complexity of the product or service.

Many services require additional data to be provided by the client for us to fulfil them. New user / starter set-ups will require a form to be completed when signing off the quote. This is to make the process as quick as possible. We are unable to go ahead without these details.

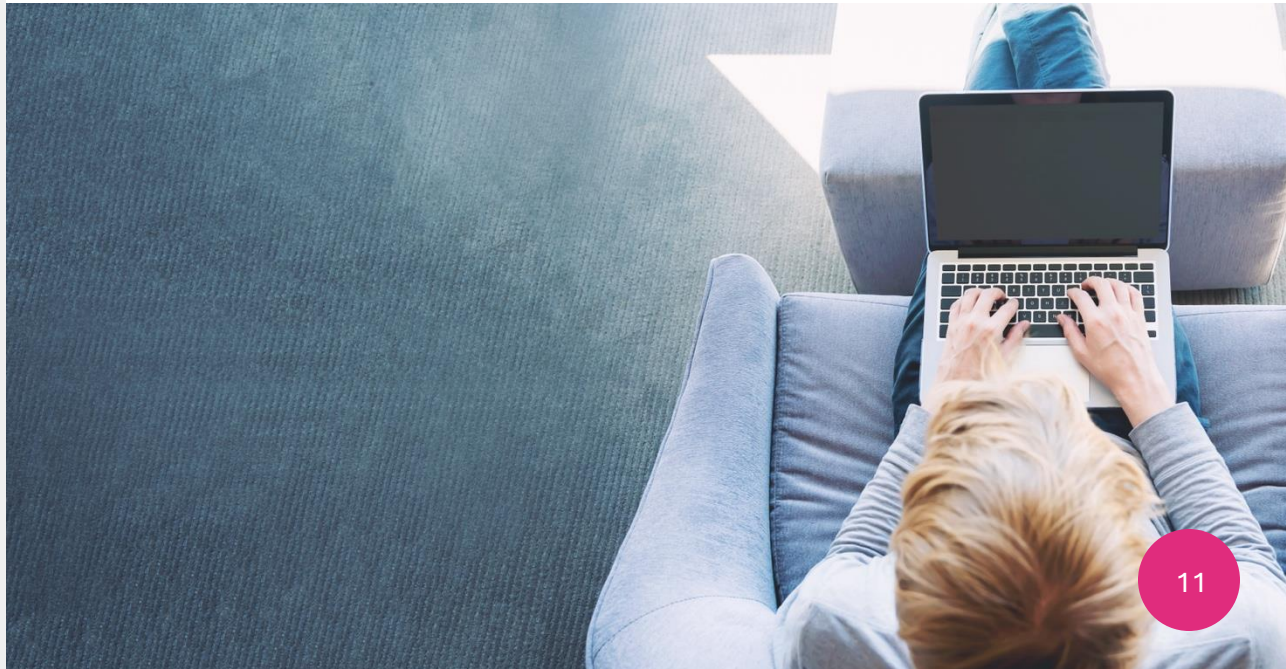
Clients with orders requiring project management will be updated weekly on progress. Status can also be checked using the My Projects section of the Service Portal.

Payment Terms

One-off items are invoiced at the point of order and payable to account terms. Recurring services are payable by direct debit and invoiced through the monthly bill run normally starting on the date the service goes live.

Project Management

Any large project or onboarding of new clients will have planning meeting with Service Delivery team and project engineers. We can then agree timescales and set expectations. Weekly progress updates will be provided leading up to go live.



Connectivity as a Service (CaaS)

Digital Origin are the UK's first and leading Connectivity as a Service (CaaS) solution provider and we believe in the constant pursuit of economic and technical efficiency for business.

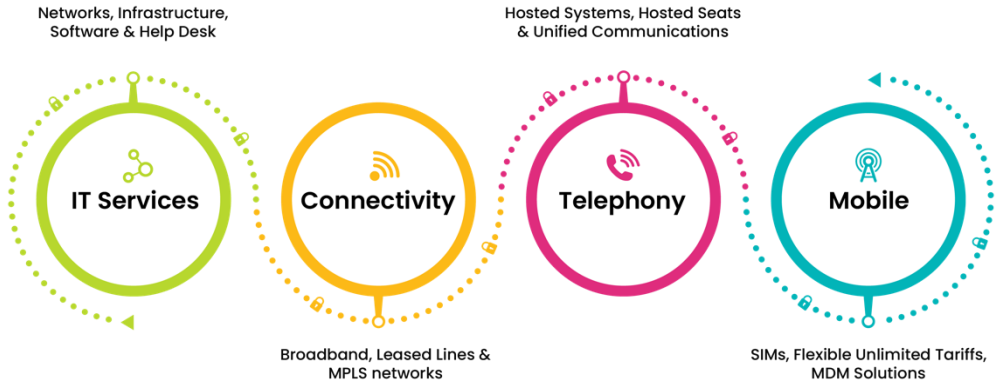
CaaS combines IT, Connectivity, Telephony and Mobile into one secure managed service, on one monthly bill with one helpdesk for businesses of all shapes and sizes.

We enable organisations to capitalise on technology today and as they evolve in the most flexible, feature rich and secure environment. Our CaaS proposition not only results in financial waste reduction, it also creates a better working environment so clients can focus exclusively on achieving their aspirational goals and objectives.

Digital Origin works with its clients to help modernise and strengthen their business. We achieve this by firstly taking the time to understand objectives and current position in all aspects of business operations. We then design and refine a solution to meet the requisite objectives, within the agreed parameters.

We work closely with clients and their teams to ensure a simple and efficient onboarding and migration process that works for the business with zero disruption.

Ultimately helping the client realise their desired goal, the Digital Origin proposition is focused on clients gaining the maximum benefit from their solution and having the ability to measure its impact on their business as we evolve with their organisation and the technology.



Multi-product Discounts

Up to 10% off your IT Services!
Speak to your account manager today

Our Four Product Pillars

Please see below a brief description of our four main product sets. If you would like more information, please contact your account manager.

IT Services

We are able to advise on how best to evolve your infrastructure in line with business and technology advancements. LAN, WAN, Wi-Fi and multi-site networks, cyber security, remote working solutions (VPN / RDP), file storage (on Premise / Cloud / Colocation / Hybrid), applications (Microsoft 365 / Office 365 / 3rd Party Software) and the all-important Backup.

Connectivity

If you are looking to upgrade your internet service, we can obtain the best bandwidth available at your site(s). We offer FTTC, FFTP, Leased Lines, Point to Point services and MPLS / SD WAN networks. 5G mobile data solutions also provided as primary and / or failover.

Telephony

We provide and support flexible hosted telephony systems built around the specific needs of your business. Complexity can vary from simple hunt group routing through to contact centre solutions. Self-managed or fully managed on your behalf.
We provide 8x8, 3CX and Gamma Horizon systems.

Mobile

We can connect your users to all the core UK business mobile networks. We provide O2, Vodafone, Three & EE with the ability to mix and match networks as required. We offer aggregated data and /or multi-network shared data bundles. IoT solutions can also be scoped and fulfilled.

Flexible and allowance-rich tariffs provide maximum certainty and minimal bill shock. We also provide a full range of mobile phones and other cellular-enabled hardware.

Multi-product Discounts
Up to 10% off your IT Services!
Speak to your account manager today

Cyber Security

Cyber-attacks are growing in volume, sophistication, and impact. As a result, regulation has tightened, and the UK Government now mandates Cyber Essentials certification in all Government and local government supply chain contracts to mitigate the risk. The most vulnerable companies are SMEs in the range of 25 to 250 employees. Getting Cyber Essentials certified doesn't have to be painful.

Digital Origin helps you navigate your way through the process from detailing your assets through to certification in simple steps. For verified protection we recommend becoming Cyber Essentials Plus certified. This annual process introduces a higher level of assurance by providing external testing of your environment. We can support you through the whole process with a fully managed project.

What is Cyber Essentials?

- Developed as part of the UK's National Cyber Security Program
- Aimed at businesses and organisations of any size to help them achieve a baseline of good cyber security practice
- Backed by industry specialists
- Designed to provide an overview of an organisations ability to mitigate the risks from internet-based threats
- Also applicable to all private and public sector organisations, universities, and charities
- Offers two levels of certification: 'Cyber Essentials' and 'Cyber Essentials Plus'

Why is Cyber Essentials certification important?

- It identifies the required controls believed to shield companies from up to 80% of the common threats from the internet
- UK Government departments now require suppliers bidding for contracts to be Cyber Essentials Certified
- Expected to be a major requirement to win business in many other sectors in the future
- Some insurance companies now offer incentives for organisations that are Cyber Essentials Certified
- Enables companies to demonstrate to their customers and stake-holders that their data is adequately protected and that they take cyber security seriously

Speak to your account manager today about getting your business cyber certified

Guardian Packages

Our range of managed services
are provided under our ‘Guardian’ brand.

Package	IT Framework	User	Telco	Mobile	Digital Signage
Guardian Pro 24		X			
Guardian Pro Comp 24		X			
Guardian.ProServer 24	X				
Guardian.ProVirtual 24	X				
Guardian.Soho 24		X			
Guardian.ProCloud 24		X			
Guardian.MS365MGT.L 24	X				
Guardian.ProUltimate 24		X	X	X	
Guardian Telephony 24			X		
Guardian.Audio 24			X		
Guardian.Mobile 24				X	
Guardian.ProAV 24					X
Guardian.ITBaseCamp 24		X			
Guardian.ITDeployment 24		X			
Guardian.PS 24	X	X	X	X	X

Guardian.ProCloud 24

Our newest IT Support package designed for businesses already operating in the cloud or who have cloud migration (Project Sky) in their future IT strategy. This enhanced Guardian.Pro package also includes Microsoft 365 Business Premium, Multi-factor Authentication (MFA), extended cloud backup and Microsoft Defender for Business as standard.

What's included?

- Unlimited Remote Support
- Unlimited Onsite Support
- Enterprise Grade End Point Detection & Response
- EDR Policy Creation & Maintenance
- 24/7/365 Device Monitoring
- Document Backup
- Microsoft Entra ID – User MDM
- 365 Backup (full Sharepoint and Maibox backup)
- 7 Year Cloud Backup
- Microsoft Defender for Business
- Exclaimer Professional Email Signature Management
- Multi-factor Authentication (MFA) – Set up for end point
- Data Loss Prevention (DLP)
- National Cyber Security Early Warning Service
- Microsoft 365 Business Premium
- Microsoft Intune

Multi-product Discounts
Up to 10% off your IT services!

The more you consume the cheaper your IT package becomes when you bring us your Connectivity, Telephony and Mobile services.

Speak to your account manager today.

Fair Usage Policy (FUP)

We reserve the right to make additional charges* in the following circumstances:

Remote Support

- Supporting workstations not currently billed for IT Support
- Guardian Agent software not installed
- Software versions not kept up-to-date (unless specifically advised not to upgrade)
- Third-party software support over and above ensuring network availability
- Remedial work following a data security breach if no Multifactor Authentification (MFA)
- Hardware not kept within warranty and rebooted at least monthly
- Hardware sourced independently that does not meet our recommended specification
- Repeating client issues highlighted but not resolved by. Client
- Repeat user offenders not following guidance provided

Onsite Engineering

- Non-contractual onsite engineering visits
- Geographically limited unless contracted/agreed
- Repeat visits required due to client action/inaction
- Unable to gain access to site/equipment at an agreed time
- Basic set-up failure e.g hardware un-plugged by client/user; local reset not performed

Service Delivery/Projects

- Product set-up over and above agreed parameters
- Excessive engineering work due to client action/inaction

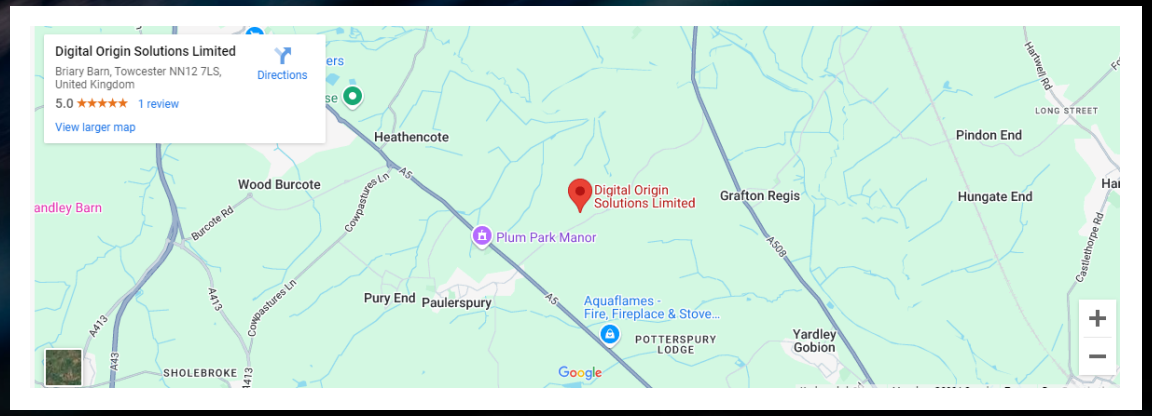
*Additional charges

- Remote support out of scope from £50 per hour. Min. £50 charge
- Project set-up out of scope from £50 per hour. Min. £50 charge
- Onsite Engineering unnecessary/late cancelled visit £500 per day. Min. £250 charge
- Onsite support outside support territory £500 per day. Min £250 charge
- Additional project / development work £500 – £1000 per day. Min £250 charge
    a) Engineer £500 per day
    b) Senior Engineer £750 per day
    c) Director £1,000 per day

Admin Passwords

Digital Origin retains all administration and executive password and access privileges for all its clients. Passwords and secure information are stored in a multi-level encrypted enterprise environment, backed up across multiple datacentres globally, with full redundancy. As an additional layer of security passwords are changed regularly and never shared outside our organisation. Within Digital Origin only specific accredited users have access via additional levels of MFA access and all access is monitored, time, data and user stamped. This is one of the many unseen benefits Digital Origin bring to the table over its competition, safeguarding its clients as we all face into an ever-increasing cyber threat.

Contact the Digital Origin Team



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