

TheCloud Support: trusted technical support for all levels



Being reseller focused we understand the importance of support and as such, have developed a number of support options specifically for our resellers and their customers alike.

Our support options include:

- Standard Helpdesk Support
(09.00-5.30 Mon-Fri)
- Standard Cloned Helpdesk Support
(09.00-5.30 Mon-Fri)
- Enhanced Helpdesk Support
(09.00-5.30 Mon-Fri)
- Enhanced Cloned Helpdesk Support
(09.00-5.30 Mon-Fri)
- Enhanced Helpdesk Support
(24x7x4)
- Enhanced Cloned Helpdesk Support
(24x7x4)

Standard helpdesk

As the name suggests, this is a baseline support function to ensure that users can access the hosted service and troubleshoot any problems that could occur

with connecting to our service. Our resellers provide the first line support and then escalate any second line needs to our team.

Enhanced helpdesk

This is a more in depth support function. Not only do we provide the benefits of Standard Helpdesk, we also troubleshoot more generic issues such as application use, performance problems and any service related issues.

Cloned helpdesk

With this option TheCloud Helpdesk team assumes the role of the reseller, fielding both first and second line support functions. Calls are directed to our Network Operation Centre (NOC) and answered in the reseller's name, providing seamless support for customers.

24x7x4

This option is only available to partners and customers supported on our Enhanced and Enhanced Cloned packages. Support hours and extended to 24x7x4 (24 hours, 7 days a week, 4 hour response) coverage with this option.

get in touch:

t 08433 57 57 57

e info@thecloudltd.co.uk

w www.thecloudltd.co.uk

We are also happy to create bespoke support solutions should the need arise.

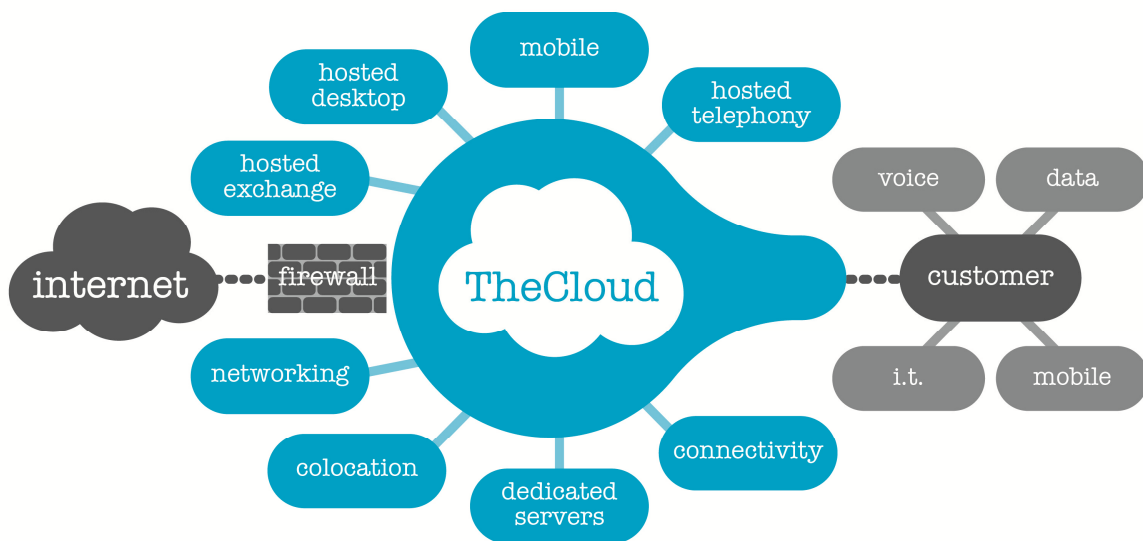
More than just an IT provider

Here at TheCloud we don't just help you supply IT services. Together with our voice, connectivity and networking options, we help you provide unified communications creating partnerships with you and your business customers.

We empower you to become a highly agile machine, accessing the latest technology without the burden of infrastructure and software costs.

Call us today to start your journey as a Reseller.

Offer your customers a complete support package with qualified engineers



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