

# GETTING THE MOST OUT OF YOUR TECHNOLOGY

*Your Essential Guide to Getting  
Amazing Service & Support for  
your IT Infrastructure*

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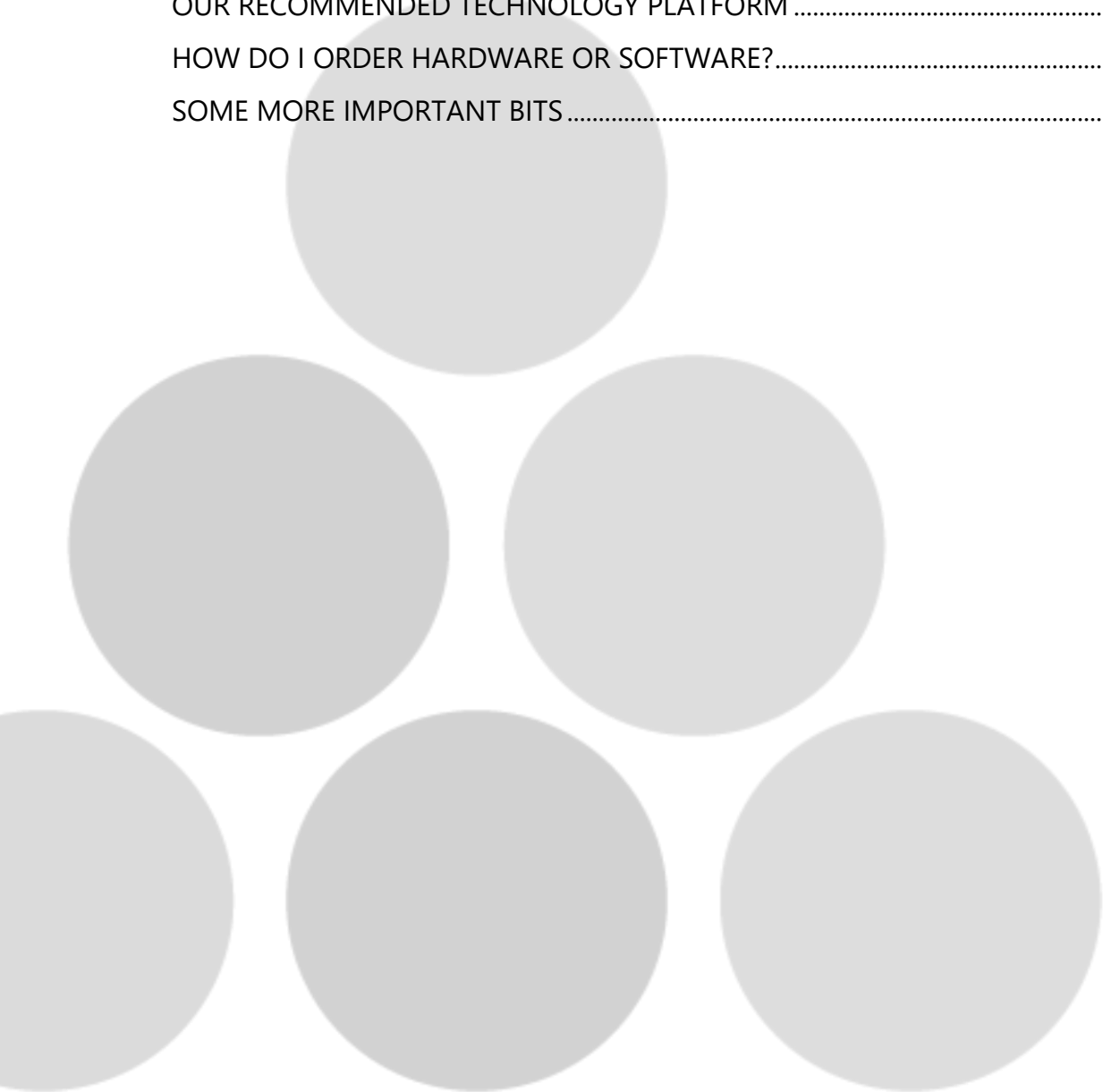
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## A QUICK NOTE FROM RELIABLE NETWORKS

Well hello there!

My team and I are super excited to be working with you 😊

As you'll come to learn, here at Reliable Networks we LOVE Technology!

(Yup, we're geeks).

And, we LOVE helping people!

(Watch for the smile on our face when we help you solve a technical challenge).

So, our mission is simple...

***To help you and your team be highly profitable, wildly innovative & stupidly efficient by implementing and learning how to use the latest and greatest proven Technology to help power your business!***

You might think it's weird, but we honestly wake up every day excited to help businesses like yours better use all the amazing Technology that exists out there!

As part of that, this short guide will arm you with all the information you need to get the most out of working with us.

I encourage you to take 5-10 minutes to read through it now so that when you do need our help – you'll know how to best get it!

If you have any questions about tech, please reach out to us for our opinion because chances are we've had another client (or many) who have already asked it of us, and we've already got a solution!





We're looking forward to growing our partnership and learning your business so we can help you make technology choices that make the most sense!

Cheers,

The Reliable Networks Team

## HOW CAN I GET FAST SUPPORT?

The first question you might have when working with us is.. **How do I Get Fast Support**, so here's our recommended ways 🤖

	<p><b>*USING THE RELNET APP</b></p> <p>This is the easiest and fastest way to get Help. 😊</p> <p>Simply right-click on our logo next to your Clock (it looks like this:  ) and click on request support, a window will pop-up, Let us know the issue and we'll start working on a resolution asap.</p>
	<p><b>BY SENDING US AN EMAIL</b></p> <p>If you prefer email, simply shoot us an email to <a href="mailto:helpdesk@reliablenetworks.com">helpdesk@reliablenetworks.com</a></p> <p>This will automatically pop-up in our system and we'll work on it as soon as possible. You'll get an automated reply confirming we've got it!</p>
	<p><b>BY CALLING US</b></p> <p>You can call us <b>24 x 7 x 365</b> on 207-772-5678 whenever you need help.</p> <p>If you need help <b>URGENTLY</b>, make sure you call us rather than use any of the other methods.</p>

\*Use of the Relnets app requires a helpdesk plan.

### IMPORTANT NOTE



If you send emails to our **Direct Email Addresses** call or text us on our **Cell Phones**, this will very likely slow our response times down because we've built our processes to be quickest & most reliable when you use the methods above.

## HOW WILL WE RESPOND TO MANAGED SERVICES CLIENTS?

One of the things we pride ourselves on is making sure a Trained Engineer answers all of your calls within **60 seconds** (or less 🤖).  
**24 hours a day, 7 days a week, 365 days a year.**



Our entire team of engineers have 20+ years each in the IT services industry and we're continually monitoring our Support Request System and are standing by on the phones waiting for your call.

When you call and press 1 it will alert all our available engineers that you are calling and one of us will answer and be ready to help you.

We pride ourselves with having a team of senior engineers who have been around the block a few times, they have probably seen your problem before and can work towards a resolution very quickly.

If you were an existing client from The Tech Guys, we've set up an announcement you'll hear if you call the old phone number for Ken's office. We'll have that up to remind you until we're pretty sure you have memorized the number for Reliable Networks. Most, if not all clients previously serviced by The Tech Guys are considered "Break-Fix" clients.






We are a **Shared Services** business model which means you're sharing our whole team with the rest of our clients.

While this is good as you don't have to invest huge amounts of money & time to build out and manage your own internal IT team, it means that we can't offer immediate support for you for 100% of the time (we wish we could, but we'd need to charge 10x the price 🤖).

However, we know that one of the easiest ways to make you happy is to provide **FAST** and **RELIABLE** support when you need it most.

So, to keep things fair, we categorize all issues into **Priorities** and work them in order. This means that when you have a **Critical** issue – we can work on it SUPER quick (by taking a little longer to start work on your lower priority tasks).

Here are the times we aim for in each **Priority**, along with some simple examples:

PRIORITY	EXAMPLES	GUARANTEED RESPONSE TIMES	TARGET RESPONSE TIMES
 <b>Critical</b>	Your Main Server is offline and all users are unable to work.	<b>1 Hour</b>	<b>15 Minutes</b>
	One of your Network Switches failed and stopped half the users from working.		
	A VPN link between 2 x offices is offline causing one office to be unable to work.		
 <b>High</b>	Your Internet Connection is offline, users can still work locally OK	<b>2 Hours</b>	<b>1 Hour</b>
	Your CEO's computer has stopped working and they have an urgent task		
	Your main Accounting Software has stopped working and is unavailable		
 <b>Medium</b>	A user's desktop is making a strange noise	<b>4 Hours</b>	<b>2 Hours</b>
	One of the main printers is not working, but users can print to another one		
	A user is having problems connecting to the Wireless network		
 <b>Low</b>	Printing is slower than normal	<b>8 Hours</b>	<b>4 Hours</b>
	A single user is unable to scan documents		
	A user needs a program installed on their Computer or Laptop		
 <b>No Priority</b>	Pro-Active Maintenance of systems, including Software Updates	<b>N/A</b>	<b>Fit to your schedule.</b>
	New User Setup and Configuration		
	New Computer or Laptop Installation and Configuration		

## HOW WILL WE RESPOND TO NON-MANAGED OR BREAK-FIX CLIENTS?

We should be able to respond to your issue within 24 hours or less, but it depends on our current workload.

While we always work towards getting back to all our clients as quickly as possible, we must prioritize, and our Managed Services clients must come first, since they are paying for our response time guarantees. If you are not a Managed Services client and would like to opt-in to our world class, IT Support programs please speak with your contact here at Reliable Networks and we'll get a proposal sent over ASAP.



## HOW DO I ESCALATE SOMETHING?

We strive to exceed your expectations all the time, we're not arrogant enough to think that it's possible to be 100% perfect 100% of the time.

**We are humans after all** 🤖

So, if you ever have a situation where you feel we're not handling your request as well as we could be,

you can Escalate that issue...

Right up to the "big boss" if you'd like!

Here's the order of escalation contacts and their direct contact details:



### ESCALATION CONTACTS

<b>Lead Systems Engineer</b>	<b>Dan Roberge</b> <b>Phone:</b> 207-558-0462 <b>Email:</b> dan.roberge@reliablenetworks.com
<b>Owner   Principal</b>	<b>Chris Provencher</b> <b>Phone:</b> 207-560-5448 <b>Email:</b> chris.provencher@reliablenetworks.com

As you'll come to notice (& love), our team is extremely professional, highly efficient, and very capable, so hopefully you'll never need to use this process.

However, you now know that if the rare occasion pop-ups where we do miss your expectations, there's an easy way for you to let us know so we can fix it ASAP!

If we ever do make a mistake, you can count on us to 100% own up to it.

## YOUR CONTACTS

### YOUR ACCOUNT PRIMARY ENGINEER

When your business starts working with us, we assign you a Primary Engineer.

Your Primary Engineer can also act as your vC/O and is who you should call for any questions about your business and all account level and technical discussions

If you need to talk to someone about your future plans, budgeting, upcoming projects or anything else related to your IT Infrastructure, get in touch with your Primary Engineer. We're jacks of all trades!

Your Primary Engineer will also be the person who will be working with you on your regular Technology Business Reviews (TBRs for short). More about them soon 🤖

We're confident our team of senior engineers would be able to assist you with the day-to-day issues that pop-up, if you need to speak with your Primary Engineer please just ask!



### YOUR COMPANY'S PRIMARY IT CONTACT

As part of your Onboarding, we asked you to appoint a Primary IT Contact from your side (or sometimes a few).

Your Primary IT Contact are the ones authorized to make changes to your Account and are who we send important information to.

If you're not the Primary IT Contact in your business, then it's best to speak to them whenever you have a request that includes adding / editing or deleting users or data as they'll need to authorize it first.



We have this security in place for your protection as we wouldn't want to give a new user your confidential data that they shouldn't have.

## OUR ACCOUNTING CONTACT

If you ever need any help with any Accounting Issues (such as needing copies of Invoices etc), simply shoot an email to [billing@reliablenetworks.com](mailto:billing@reliablenetworks.com) and our friendly Accounts team will help you out.



You can also call them on 207-772-5678 – they're available business hours Mon - Fri.

You can also login to your Client Portal at:

<https://reliablenetworks.connectboosterportal.com/>

and download any Invoices you might need.

## WHAT CAN WE HELP WITH?

We're not just Computer People 🤖

We can also help you out with most Technology things related to your business.

Here's a list of some of the services we can help with either on our own or with strategic partnerships we have with other providers:

- ✓ Office 365 / Microsoft 365
- ✓ Microsoft Azure & Cloud Hosting
- ✓ Hardware & Software Procurement
- ✓ Software Licensing
- ✓ Internet & Private Data Connections
- ✓ VoIP / SIP Trunking & Telephone
- ✓ Hosted Phone Systems
- ✓ Penetration Testing
- ✓ Project Planning
- ✓ Cybersecurity
- ✓ Procurement
- ✓ IT Budgeting (create yours)
- ✓ IT Consulting
- ✓ IT Strategic Planning
- ✓ Disaster Recovery Planning
- ✓ Business Continuity Planning
- ✓ DNS / Domain Name Hosting
- ✓ Domain Name Renewals

And More! Plus, we have a network of Trusted Partners for services like Accounting, Legal Services, Marketing and much more, so if you're looking for something not on this list – get in touch with us via your Primary Engineer to find out whether we can help you or point you in the right direction!

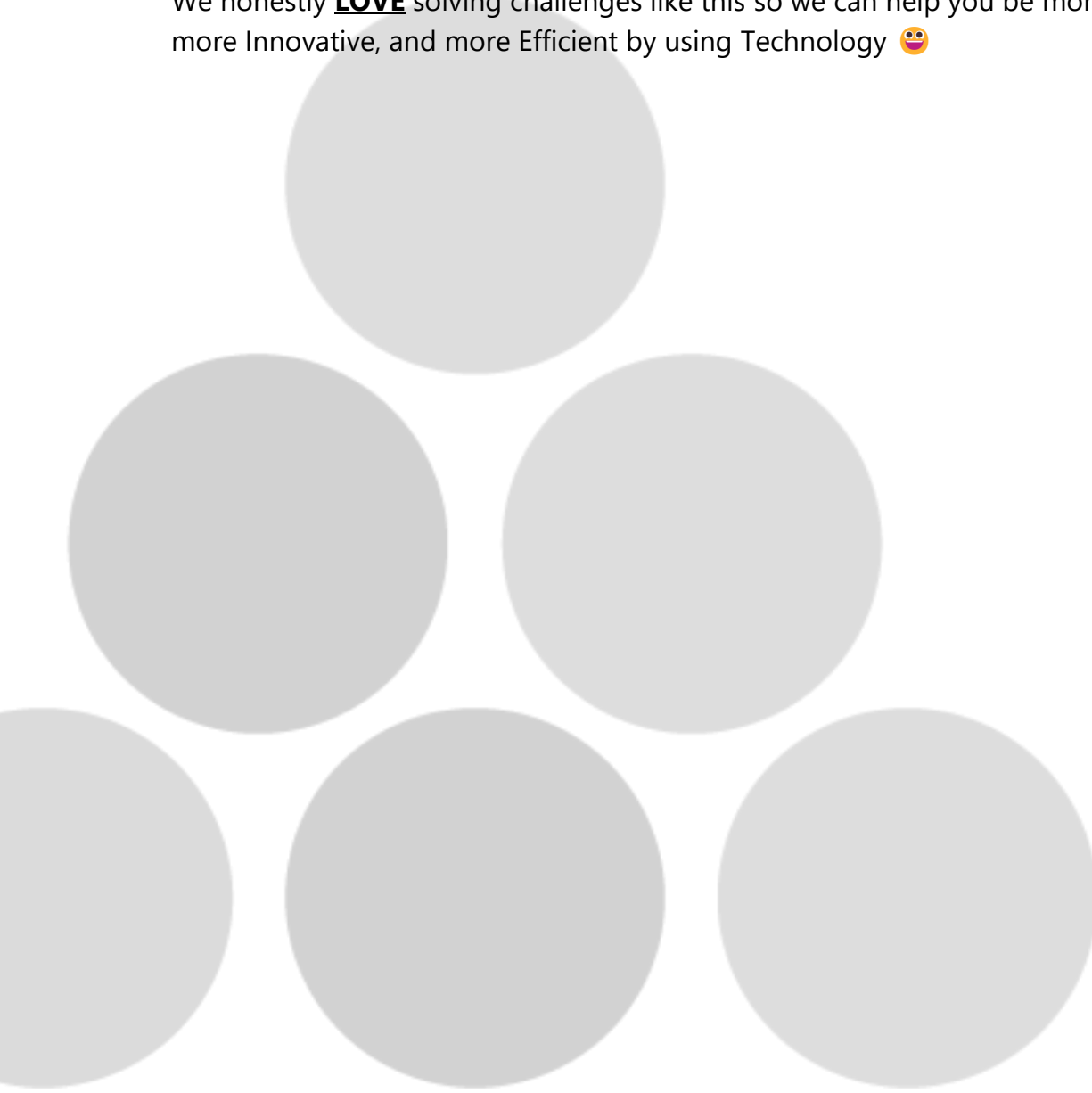
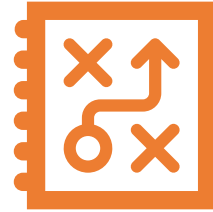
## BUSINESS IMPROVEMENT PROJECTS

One of our areas of genius is working out how businesses like yours can better use **Technology** to solve **Business Problems**.

So, whenever you have a challenge in your business that you're struggling to find an answer for – simply pick up the phone and give your Primary Engineer / vCIO a call.

There's a **VERY** good chance we'll be able to help you find a creative way to solve your challenge, often using a mixture of **Business Consulting** and **Technology**.

We honestly **LOVE** solving challenges like this so we can help you be more Profitable, more Innovative, and more Efficient by using Technology 😊

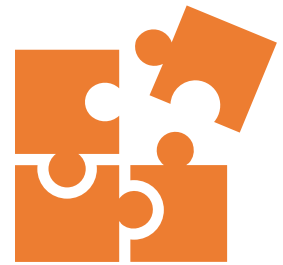


# OUR RECOMMENDED TECHNOLOGY PLATFORM

There are a bazillion different types of technology solutions out there in the world...

which makes it ***impossible*** for anyone to keep up with it all.

So, to make sure we can deliver world-class, fast, amazing service – we constantly work towards helping all our clients use the Technology we know and love the best (we call this our **Recommended Technology Platform** or **RTP** for short).



We aim for all of our clients to use as much of our **RTP** as possible and we make sure we maintain deep knowledge and training on everything in our **RTP** so we can keep your IT Infrastructure nicely integrated, fast to support and world-class!

Plus, we eat our own dog food by using everything on the **RTP** in our own business!

## THE RECOMMENDED LIST

- ✓ Microsoft 365
- ✓ Microsoft Azure
- ✓ Microsoft Servers
- ✓ Microsoft Hyper-V
- ✓ HP Servers & Storage
- ✓ HP Desktops & Laptops
- ✓ HP Printers
- ✓ Unifi Switches
- ✓ Unifi Wireless Access Points
- ✓ Unifi or SonicWALL Routers & Firewalls
- ✓ Microsoft Office 2019 and Above
- ✓ Microsoft Windows 10 and Above
- ✓ VodaCall Phone Systems

Since we can't automatically update this physical manual in your hands, if you want to see the 100% latest up to date version of our **Recommended Technology Platform**, simply head to: <https://www.reliablenetworks.com/rtp>

## THIRD PARTY VENDORS

We work hard to stay trained and up to date in all of the above Technology, we know that from time to time, you'll need help with something that's not on the list.

When this happens, just bear in mind that it may take us some extra time to familiarize ourselves with supporting that product.

But take solace that we are still world class at troubleshooting other products, so we will make every effort to work it out!

Also, please keep in mind that while we may be able to assist you to purchase items from other vendors that we don't list above, any support may end up being **Out of Scope** for your **Fixed Fee Support Agreement** and incur some extra costs.

We'll always let you know beforehand though 😊

## HOW DO I ORDER HARDWARE OR SOFTWARE?

Whenever you need any new equipment or software, we've got you covered 😊.

While we do not sell hardware directly, we work closely with other resellers and CDW to be able to assist with purchasing hardware typically at a reduced rate. We will help spec out what you need and facilitate getting a quote for you.

Upon receiving a quote from our partner, you may order from them directly.

## APPROVING AND PAYING

We'll typically send you your quotes & proposals via email as an attachment for you to review.

You'll simply need to let us know if you agree with the proposal and we'll send it over for electronic signatures coming from our **signnow.com** (e-signature) account.

Once we receive the proper signatures, we'll get to work!

## WHAT ABOUT OUT OF STOCK ITEMS?

If our partners tell us that it's going to be out of stock for a while, we'll work with you to find some alternatives (especially if it's something you need quickly).

## CREDIT ACCOUNTS

Currently, we don't offer Credit Terms or Credit Accounts because quite frankly, we're not very good at being a bank. We're far better off at helping you with Technology and we choose to focus on that instead.

If you are looking for credit, we're more than happy to work alongside your financial supplier to help you obtain credit on a project.

## SOME MORE IMPORTANT BITS

Here's a few more important bits of information to help you better understand and navigate the crazy Technology world and some of the terminology we may use when we're talking to you!

## SECURITY VS USABILITY

In the Technology world, there's an ongoing battle between **Security** vs **Usability**.

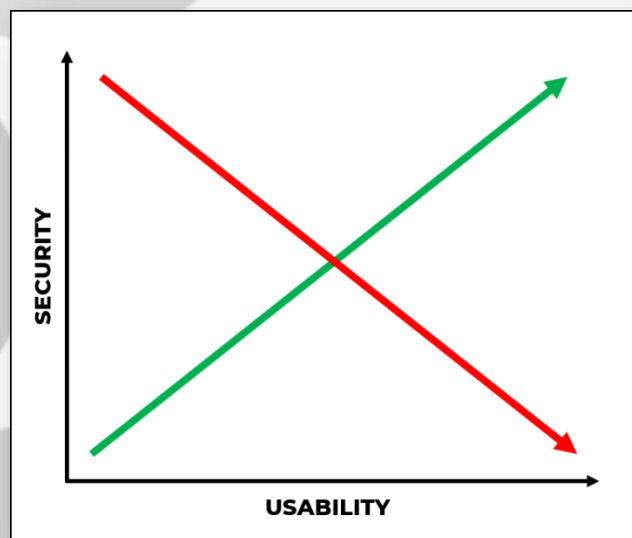
Every day, there are potentially millions of hackers around the world, trying to break into networks like yours. There are literally high-rise buildings full of these hackers in countries like Russia.

And, the best way to defend against them is to **NOT** use Technology at all.

But that wouldn't be fun, right? 😞

The problem with Technology though is that typically, the more **Secure** your systems, the harder they become to use!

On a graph, it looks a little like this:



So, please know that we do our very best to make your business as secure as we can with the budgets you give us to work with. And, at the same time we also try to make things as easy to use as possible, while keeping security as high as we can.

You might notice this in things like our strong recommendation that every single user uses **2-Factor Authentication** which also may be required by your business partners or insurance company.

We know it can be painful to use because we protect 100% of our systems with it.

However, turning it on, can help block LOTS of the most common hacking attempts that are happening on your network to help keep your data safe.

We err on the side of high security, but we also aim for easy usability 🤖

## IN SCOPE VS OUT-OF-SCOPE

If you've ever been to an All-You-Can-Eat Buffet, you'll know that you're able to eat as much of anything that's out on the buffet as possible.

However, if you'd like something that's NOT on the menu – then you have to ***pay for it separately.***

Our Fixed Fee IT Agreements and Fixed Fee Projects work in the exact same way.

That means, that you can have as MUCH as you like of anything that we cover in our **Inclusion List** for your Agreement or in the **Scope of Works** of a Project.

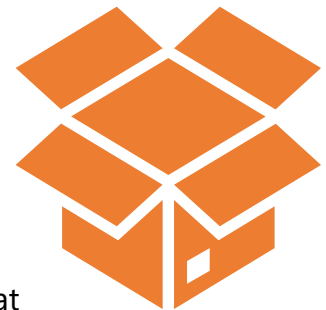
(just like you can eat as much Sweet 'n' Sour pork on the buffet)

And, when you need something that's **not** on the list, we will simply quote you a separate **Fixed Fee Quote** so you can work out whether you want to go ahead with it or not.

We call this whole conversation **IN-SCOPE** and **OUT-OF-SCOPE**.

And, while we have worked hard to build an offering where pretty much *everything* you will need in the day-to-day operation of your business will be included **IN-SCOPE** – you might find from time to time that there will be things that are **OUT-OF-SCOPE**.

If we were to include absolutely everything **IN-SCOPE** – we'd end up going out of business, just like a buffet restaurant would if they included everything possible.





If you're unsure if something's included or excluded, either check your **Inclusion List** on your **Agreement** or simply give us a call!