



ACG
SOLUTIONS

GETTING THE MOST OUT OF YOUR TECHNOLOGY

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

Contents

A QUICK NOTE FROM THE ACG TEAM	3
HOW TO GET FAST SUPPORT?	4
HOW DO I ESCALATE SOMETHING?	5
WHAT CAN WE HELP WITH?	5
BUSINESS IMPROVEMENT PROJECTS	6
THIRD PARTY VENDORS	7
YOUR CONTACTS	7
YOUR ACCOUNT MANAGER / vCIO	7
YOUR PRIMARY IT CONTACTS	8
YOUR ACCOUNTS CONTACTS	8
HOW DO I ORDER HARDWARE?	8
SMALLER ORDERS	9
LARGER ORDERS	9
APPROVING AND PAYING	9
WHAT ABOUT OUT OF STOCK ITEMS?	9
CREDIT ACCOUNTS	10
SOME MORE IMPORTANT BUSINESS INFORMATION	10
SECURITY VS. USABILITY	10
IN SCOPE VS. OUT OF SCOPE	12
CONFIDENTIALITY DISCLAIMER	12

A QUICK NOTE FROM THE ACG TEAM

Hello there!

Our team and I are super excited to be working with your company. Here at ACG Solutions, we love technology. More than that, we love helping others to get the most out of their technology!

Our mission for you is simple:

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

You might think that's a bit much, but we commit to service and aiding businesses like yours in any way we can. As part of that, this guide will serve to arm you with all the information you need to get the absolute most out of working with us.

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

All of us here at ACG are looking forward to working with you!


Best,
Stephen



HOW TO 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>BY SENDING US AN EMAIL</p> <p>If you'd prefer email, simply shoot us an email to acgdesk@acg-solutions.com</p> <p>This will automatically pop-up in our system and we'll work on it as soon as possible.</p>
	<p>BY CALLING US</p> <p>You can call us on (706) 778-5480 or (770) 869-9703 whenever you need help.</p> <p>If you need help URGENTLY, make sure you call us rather than use any of the other methods.</p>
<p>INFORMATION TO INCLUDE:</p> <p>Please Include: Definition of trouble/request. Requested response time. Contact Name. Requested Contact Method & Info. Location.</p>	

	<p>IMPORTANT NOTE</p> <p>If you send emails to our Direct Email Addresses or call 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.</p> <p>We Do Not guarantee service through the listed methods in this notice.</p>
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HOW DO I ESCALATE SOMETHING?

Whilst 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...



ESCALATION CONTACTS

1. ACCOUNT MANAGER	Email: smoore@acg-solutions.com
2. MANAGED IT DIRECTOR	Email: bmccconnell@acg-solutions.com
3. CHIEF OPERATING OFFICER	Email: cansley@acg-solutions.com

WHAT CAN WE HELP WITH?

Here's a list of some of the services we can help with:

- ✓ Office 365 / Microsoft 365
- ✓ Microsoft Azure & Cloud Hosting
- ✓ Hardware & Software Procurement
- ✓ Software Licensing
- ✓ Internet & Private Data Connections
- ✓ VoIP / SIP Trunking & Telephone
- ✓ Procurement
- ✓ Cybersecurity
- ✓ IT Budgeting (create yours)
- ✓ IT Consulting
- ✓ IT Strategic Planning
- ✓ Disaster Recovery Planning

- ✓ Hosted Phone Systems
- ✓ Internet Cabling
- ✓ Penetration Testing
- ✓ Project Planning
- ✓ Business Continuity Planning
- ✓ DNS / Domain Name Hosting
- ✓ Domain Name Renewals
- ✓ + More!

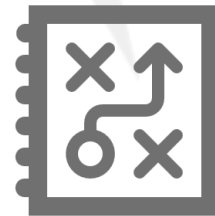
Plus, we have a network of **Trusted Partners** for services like Accounting, Legal Services, Marketing and much more, so if you're looking for something not on this list – get in touch with us via your **Account Manager** to find out whether we can help you or point you in the right direction!

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 **Account Manager** 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**.



A perfect example of where we can usually find efficiencies and automated ways to do things is wherever you use Microsoft Excel. We can often find ways to automate this stuff and help you build out business dashboards to better manage your numbers.

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

Do note that some of these projects will likely fall outside of our inclusions list, of which you can find on your Managed IT Partner Agreement!

THIRD PARTY VENDORS

Whilst 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'll be able to work it out!

Also, please keep in mind that whilst we may be able to purchase items from other vendors that we don't use, any support may end up being **Out of Scope** for your **Managed IT Support Agreement** and incur some extra costs.

We'll **always** let you know beforehand though.

YOUR CONTACTS

YOUR ACCOUNT MANAGER / vCIO

When your business starts work with us, we assign you an **Account Manager**.

Your **Account Manager** is who you should call for any questions about your business and all account level discussions

Whenever you need to talk to someone about your future plans, your budgeting, upcoming projects or anything else related to your IT Infrastructure, get in touch with your **Account Manager**.

Your **Account Manager** will also be the person who will be working with you on your Technology Business Reviews (TBRs for short).



There's no need to get in touch with your **Account Manager** for Helpdesk Support or Service Requests as they'll simply tell you to get in touch with the Helpdesk team directly for the fastest help and quickest response!

YOUR PRIMARY IT CONTACTS

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/s** 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 one day that didn't have authority to have access.

YOUR ACCOUNTS CONTACTS

If you ever need any help with any Accounting Issues (such as needing copies of Invoices etc), simply shoot an email to acgdesk@acg-solutions.com and our friendly Accounts team will help you out.

You can also call them on **(706) 778-5480** or **(770) 869-9703**– they're available business hours Mon - Fri.

HOW DO I ORDER HARDWARE?

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

We have a dedicated Procurement and Ordering system designed to take the hassle and pain out of the process whenever you need to order anything

SMALLER ORDERS

If it's for a small order such as a few new computers or laptops or peripherals – simply give us a call on **(706) 778-5480** or **(770) 869-9703** or shoot us an email to **sales@acg-solutions.com** and we'll send you back a quote.

We aim to get all quotes back to you within 5 business days.

LARGER ORDERS

If your order is large or it's for a project (like a migration or an office move), then it's best to speak to your **Account Manager** so they can make sure that everything is set up properly for you.

They'll work to get you an official proposal to cover everything you need!

APPROVING AND PAYING

Unless it's a complex project, we'll typically send you your quotes & proposals using our web based quote delivery system.

You'll simply need to click on the link in the email and you'll be able to view the quote or proposal. you can simply click on the approve button and then the quote will be processed by our accounts payable.

We have a system in the back-end that alerts us as soon as a successful approval comes through and we jump on to getting the goods ordered ready for you ASAP!

WHAT ABOUT OUT OF STOCK ITEMS?

If it's out of stock, our **Procurement Team** will keep you up to date with estimates on when it's due to arrive.

If our distributors 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.

If you don't have a financial broker, we put you in touch with one that a number of our clients use. Just give your **Account Manager** or our **Dispatch** a call.

SOME MORE IMPORTANT BUSINESS INFORMATION

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**.

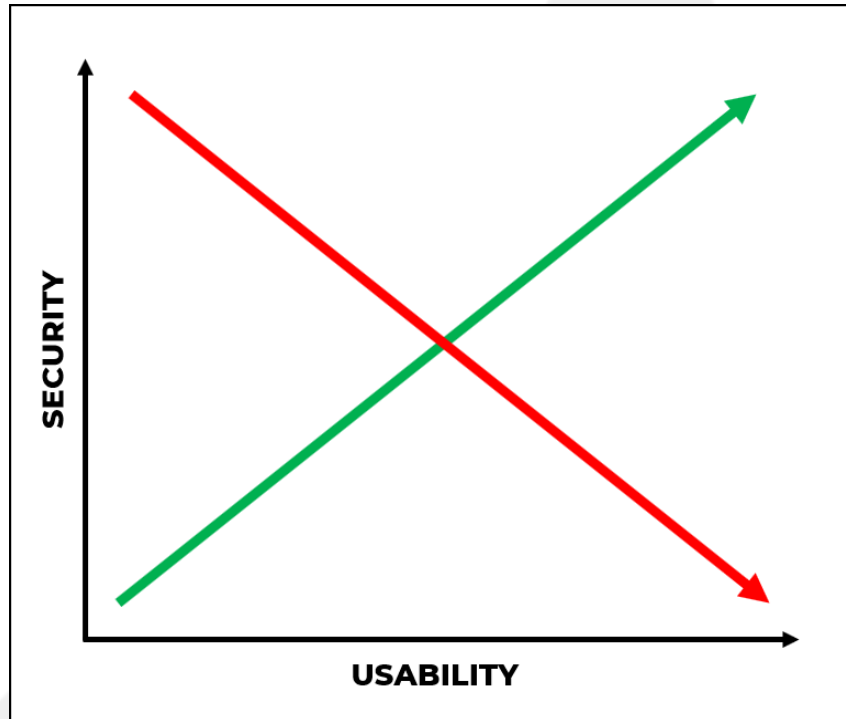
Every day, there are millions of hackers around the world, trying to break into networks like yours. There's literally high-rise buildings full of these hackers in countries like Russia.

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**.

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's as possible.

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

Our Managed IT Agreements and 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.

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, whilst 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!

CONFIDENTIALITY DISCLAIMER

This document is a strictly confidential communication to and solely for <recipient> and may not be reproduced or circulated without ACG Solution's prior written consent. If you are not the intended recipient, you may not disclose or use the information in this document in any way.