GTA COMPUTER & NETWORK SOLUTIONS

CLIENT MANUAL

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A QUICK NOTE FROM ANDREW

Well hello there!

My team and I are super excited to be working with you! As you'll come to learn, here at GTA COMPUTER & NETWORK SOLUTIONS INC. 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 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 minutes to read through it now so that when you do need our help – you'll know how to best get it!

We're looking forward to working with you!

Cheers,

Andrew Lymberis
(Head Nerd)

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

USING THE GTA CNS APP

This is the easiest and fastest way to get Help

Simply click on our logo next to your Clock (it looks like this: G) and select open a ticket, guiding you easily through the process!

BY SENDING US AN EMAIL

If you'd prefer email, simply shoot us an email to support@gtacns.com

This will automatically pop-up in our system and we'll work on to it as soon as possible. You'll get an automated reply confirming we've got it!

BY CALLING US

You can call us **24 x 7 x 365** on 289-482-0124 whenever you need help.

If you need help **URGENTLY**, make sure you call us rather than use any of the other methods.

BY CHATTING WITH US

Our support team are also available 24x7x365 via chat if you prefer.

Simply navigate to our website and write a reply to our chat.

HOW FAST WILL WE RESPOND?

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

Whilst 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 work on your lower priority tasks).

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

PRIORITY	EXAMPLES	GUARANTEED RESPONSE TIMES	TARGET RESPONSE TIMES
Critical	Your Main Server is offline and all users are unable to work.	1 Hours	15 Minutes
	One of your Network Switches has 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.		
High	Your Internet Connection is offline, users can still work locally OK	1 Hours	30 Minutes
	Your CEO's computer has stopped working and they have an urgent task		
	Your main Accounting Software has stopped working and is unavailable		
Medium	A user's desktop is making a strange noise	1 Hours	45 Minutes
	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		
Low	Printing is slower than normal	1 Hours	1 Hour
	A single user is unable to scan documents		
	A user needs a program installed on their Computer or Laptop		
No Priority	Pro-Active Maintenance of systems, including Software Updates	N/A	N/A
	New User Setup and Configuration		
	New Computer or Laptop Installation and Configuration		

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:

- Office 365 / Microsoft 365
- Microsoft Azure & Cloud Hosting
- Hardware & Software Procurement
- Software Licensing
- Internet & Private Data Connections
- VoIP / SIP Trunking & Telephone
- Hosted Phone Systems
- On-Premise Phone Systems
- Website Hosting
- Penetration Testing
- Project Planning
- Procurement
- Cybersecurity
- IT Budgeting (create yours)
- IT Consulting
- IT Strategic Planning
- Disaster Recovery Planning
- Business Continuity Planning
- DNS / Domain Name Hosting
- Domain Name Renewals
- <MSP to Fill Out 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 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 **us** 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**.
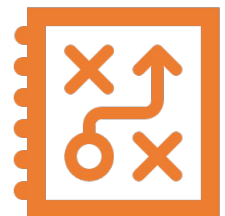
We honestly **LOVE** solving challenges like this so we can help you be more Profitable, more Innovative and more Efficient by using Technology.