

Customer Care

Supporting Your People
And Your Technology

a DynaSis 
blue paper

The people at DynaSis know that “uptime” is paramount and that support is critical to your making the best use of your information technology. DynaSis’ clients know that when it comes to support, they can count on DynaSis for:

- Fast Response,
- Great Communications, and
- Knowledgeable People.

DynaSis meets their customers’ support needs so well because they have the people, processes, and technology necessary to do so. Read on to see how.

DynaSis Customer Care

"I'm tired of staying late and coming in on weekends to download patches; and that's just to perform basic maintenance. I hope I know what I am doing."

"We're having to reboot our servers 3 or 4 times a week. Is that normal?"

"When we have an emergency, we need someone reliable who knows our system and can respond quickly."

These are just a few of the complaints small business owners have when it comes to support for their IT systems.

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The Seven Building Blocks

DynaSis meets their customers' support needs so well because they have the people,

processes, and technology necessary to do so. There are seven key components to DynaSis' successful client support strategy. Let's take a look at each of them to learn exactly what DynaSis does, and how they do it, in providing top notch customer support.

The seven building blocks of DynaSis Customer Care:

- 1. Activation Process**
- 2. Support Coordinators**
- 3. Help Desk**
- 4. Network Operations Center**
- 5. Onsite Support**
- 6. Service Delivery Managers**
- 7. Support Intelligence**



"We're a small business with the technology needs of much larger companies. So we depend on DynaSis to keep that technology running and up-to-date."

The DynaSis Activation Process

From the start, DynaSis is committed to your success. The first key support component for every new DynaSis client is the Activation Process.

The Role of the Activation Process is to implement well documented and established industry best practices for IT Service Management in your organization. The activation process itself, while strategically critical, is quick, painless, and effective.



Activation begins with kick-off Meetings for Executives and for End Users explaining how the support process will work.

This is followed by a Strategic Technology Review. For no additional charge, an engineer will come on site for 3 – 5 days to review your infrastructure and then will make suggestions for improvements.

They will leave behind a complete Service Handbook describing improvements recommended for your existing infrastructure, the enhancements planned, and the resulting infrastructure and processes which will be in place once implementation is complete.

The DynaSis Support Coordinator

The second key support component is your DynaSis Support Coordinator. If you have a question, problem, or issue that needs to be addressed, you can request support either online or through a person if you prefer.

Service request tickets submitted through the online support portal go straight to the Help Desk.

Or, you can contact your assigned support coordinator whose job is to ensure that any issue that you may have is quickly and effectively resolved.

When you contact your Support Coordinator, they will create a service request ticket and transfer it to the Help Desk for you. Either way, your support Coordinator follows up every ticket to ensure that your issues are resolved.



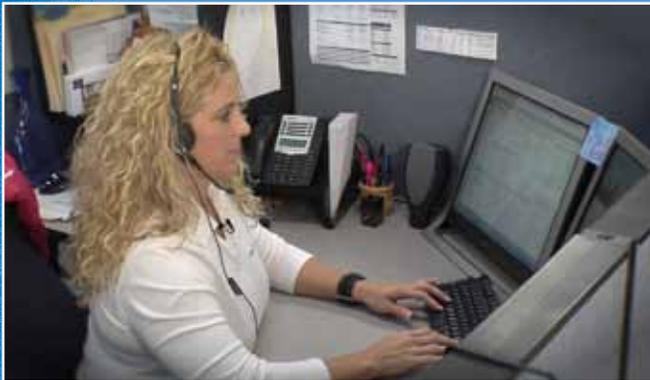
The DynaSis Help Desk

The DynaSis Help Desk is awake and available 24 by 7 by 365. It's the third key component of the DynaSis customer support strategy. The Job of the Help Desk is primarily to support End Users in your organization; they also can assist your technical staff if they have questions or issues to solve.

Can't Print Payroll?

Picture this. You're Susan Daniels, accountant for Atkins & Company. It's early on a Friday morning. Today's the day you're supposed to print payroll and have the checks and advices ready to distribute by the time your employees arrive at work. The payroll system has processed the payments. The printer is running. But the checks just won't print.

Fortunately, Atkins uses DynaSis as its IT Service Provider. So, you pick up the phone, call support, and here a reassuring voice on the other end, "Hello, DynaSis Support. Kim speaking."



"Hi, Kim. This is Susan Daniels at Atkins & Co."

"Hi, Susan. How can I help you?"

"I can't get payroll to print. I've checked the printer. It seems to be working fine, but for some reason, it still won't print. Can you help me?"

"Absolutely, Susan. I've created a support ticket for you. Your service request case number is 264197. The problem is that payroll won't print, and you've verified that the printer is working. Is that correct?"

"That's right."

"OK, I'll transfer you to the Help Desk. Can you hold for a moment?"

"Of course."

A few seconds later you hear another voice, "Hi, Susan; this is Bill. I see your service request ticket. I want you to try something for me. OK?"

"Sure," you reply.

"Would you please..." (and he goes on to guide you through the fix).

"OK, I've done it. Can I try to print again?"

"Please."

"Hey, it's printing now!"

"Great. Does it look like we've resolved the problem?"

"Yes, it does."

"OK. We'll close out the ticket on this issue. Please watch your email for a survey."

"OK. Thanks, Bill!"

A little later, your phone rings, and when you pick it up you hear a familiar voice, "Hi, Susan, this is Kim at DynaSis. Were you able to get your payroll printed out on time?"

"I sure was. Thanks for your help."

"You're welcome. Call us any time. We're here 24/7."

Every Help Desk support engineer is experienced and certified in the latest industry standards. So it's not surprising that DynaSis Help Desk engineers are able to resolve 95% of service request tickets remotely in an average of less than 20 minutes.

The DynaSis Network Operations Center

The fourth piece of the DynaSis support system is the Network Operations Center, or NOC. Where the Help Desk exists primarily to serve the people of DynaSis' clients, the job of the NOC is to provide real-time, proactive monitoring and maintenance of your infrastructure 24 by 7 by 365.

DynaSis' network operations engineers are certified to provide you with the most advanced technical support; they continuously evaluate and respond to automated infrastructure alerts.

They also oversee a variety of infrastructure management processes including:

- **Ensuring that back-ups are completed on schedule,**
- **Applying patches to your applications and infrastructure,**
- **Verifying that anti-virus and other security technologies are in place and working properly, and**
- **Relentlessly checking to ensure that your hardware, software, and internet connections are all working properly.**

Your System is Down!

You're George Williams, Manager of Sales Order Entry for Atlanta Enterprises. In the last three minutes, both of your order entry clerks have complained that the system is not responding properly. Suddenly, your phone rings. You answer, "Atlanta Enterprises, George Williams speaking."

The voice on the other end says, "George, this is Sam in the DynaSis Network Operations Center. We just received an alert that your Customer Order Management server is down. Can you confirm that?"

"That's right it just went down."



"May I log in and see if I can resolve it remotely?"

"Please do."

"The problem seems to be that the hard drive on that server has crashed. The data's all backed up, but I'll need to send a technician out to replace that hard drive for you ASAP. In the meantime, we'll get you running on our Continuity system so you can keep working. Can you hold on for a couple of more minutes?" *(Cont'd. p6.)*

DynaSis Onsite Support

The fifth facet of the DynaSis client support strategy consists of the mobile technicians who make up DynaSis Onsite Support.

The job of the Onsite Support technicians is to come to your physical premises to resolve any

technical issues that can't be handled remotely on an immediate basis. Onsite support also is awake and available 24 by 7 by 365.

DynaSis' Mobile Support vehicles are outfitted with all the tools and technologies needed to address any technical concerns you may have.

But the most important constituent of Mobile Support is the Mobile Technician. DynaSis' mobile technicians all have the most advanced engineering certifications ensuring that they have the knowledge and experience to diagnose and resolve any technical problems you may encounter.

But DynaSis mobile technicians are not only there to address issues with your existing infrastructure. They are also available to install new technology and to assist you in managing technology projects you may wish to implement.



(Cont'd from p.5)

"Sure."

A couple of minutes later Sam says, "Your system should be back up now. Can you check it out for me?"

"OK; yes, it seems to be working just fine now. Thanks."

Later that day, a DynaSis Mobile Support Van rolls up to the building, and the Mobile Technician comes in to replace the defective hard drive. When he finished, he turns to you and says, "OK; that seems to be working properly. I'll restore the backup data and you'll be off our continuity server and back on your primary server."

"Great."

He makes a few more keystrokes and then calls the DynaSis Network Operations Center, "Sam, this is Jeff out at Atlanta Enterprises. I've replaced that faulty hard drive and restored their customer order data. The system is up and running again, so I'm closing out the service request."

"Thanks for your help, Jeff."

"Anytime, George. That's what we're here for."

The DynaSis Service Delivery Manager

The sixth element of the DynaSis client support strategy is the Service Delivery Manager. The job of the Service Delivery Manager is to be the client advocate – making sure not only that your infrastructure is functioning correctly technically, but, even more importantly, that you are obtaining the business benefits you expect from it.



Your Service Delivery Manager acts as a concierge:

- **Managing your relationship with DynaSis,**
- **Working with you to create a strategic plan and budget for your IT investment,**
- **Developing a roadmap for the future evolution of your IT infrastructure, and**
- **Supervising both your initial strategic technical review as well as annual follow-ups.**

DynaSis Support Intelligence

The final piece of the customer support strategy is DynaSis' Support Intelligence. The job of Support Intelligence is to provide you, your Service Delivery Manager, and your entire DynaSis support team with the information needed to confirm that your technology and your support are both living up to your expectations.

One of the most important tools of your Service Delivery Manager is the Customer Service Dashboard, or CSD. The CSD combines a Network Health Check, with a Security Threat Management Report, and a summary of End User Surveys to provide an objective score of both the overall vitality of your infrastructure and the quality of the support you receive from DynaSis.

This allows your Service Delivery Manager to determine that your support is meeting your, and DynaSis' high standards. And, it's available online to you so you also know exactly where you stand at any time.

So there you have it. Seven key components working together in harmony all aimed at a single objective – ensuring that your information technology is working nonstop to help you reach your business goals – smoothly, efficiently, and cost-effectively.





"As a healthcare technology provider ourselves, we try to provide personal support for each of our clients. We like getting the same personal support from DynaSis."



"People, processes, and technology working in harmony to deliver the support you need. If you'd like to enjoy the benefits of DynaSis' Customer Support, give us a call."

DynaSis (www.DynaSis.com) asked Business Technology Futurist Jack Shaw (www.e-com.com) to write this series of White Papers discussing issues in Information Technology and Cloud Computing and their implications for small businesses. For the past 30 years, he has worked with leading edge technologies – from PC's to the Internet. For many years now, he has been working with, studying, and analyzing the business impact of the technologies we now know as Cloud Computing.

This paper conveys some of the Information Technology challenges faced by small businesses. Others in this series explain what Cloud Computing is, discuss the benefits of Cloud Computing, explore the various kinds of Cloud Computing, address concerns you may have about Cloud Computing, and describe the ITility and Ascend Solutions which DynaSis offers to help your business gain the advantages of Cloud Computing. Much of the content of this series of White Papers is also available in video form at <http://www.dynasis.com/cloud-hosting/videos/>.

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