

systemSuite

SUPPORT OPTIONS

We understand that life is busy and IT is not the reason you got into business. We really want to see your business succeed and for you to spend time on more important things.

Please don't give up, we are here to support you!

The courses try to make everything super easy for you but unfortunately everyone has different circumstances so we want to help you through them

We offer:

- Online 1:1 sessions (30min blocks)
 - You book in a sessions with us, let us know what its about and then we get on a video call with you and share screens to walk you through the process. Once you are setup on MS 365, we use Skype for Business.
- 10h online 1:1 Full Setup support
 - We understand that you are busy. This helps get you fully setup and your business growing rapidly.
 - We are flexible, so jointly agree what you want to achieve. We can help you migrate data from your existing systems although in some cases it makes sense to sort through it rather than just moving everything across.
- Free email support
 - We endeavour to get back to you as quickly as possible, but right now don't offer any SLAs. If your query is complex, we may ask you to order a 30minute 1:1 session.

Do you support the systems which I already use?

Where possible yes,, however MS365 is needed as this is the central platform. Also, you may not be able to automate using your systems (depending on API availability) but we are happy to try and help!

What about Microsoft help?

Microsoft has great quality free helpdesk support which you can access anytime. This can help you with technical and product queries.

We endeavour to always fix your problem and will do so to the best of our ability. Unfortunately there are variables outside of our control and we cannot be held liable for not solving 100% of your issues. Where we find that incorrect materials were at fault, we will ensure that you are not

charged for a support session. Bookings cancelled less than 24h prior to the session time will not be refunded.