



IT Support Response Times

How are they affecting your business?

One of the key messages that we often hear from companies that contact Mirus IT Solutions for IT Managed Services are the complaints about response times they receive from their incumbent suppliers. Not only is this the cause of huge frustration but damages a number of other factors, such as, the loss of business productivity, and the resulting damage to staff morale.

We often find that staff are hesitant to call their IT service provider as they think it will take too long, resorting to asking other members of staff or even family members, hoping by chance to get the problem resolved. Not only does this make paying for a service contract redundant but also causes increased loss of productivity, not only from the person with the problem, but also from other team members that get 'dragged in' to help them.

At Mirus we don't think it should work this way!

Response Times

Like many IT contracts we define agreed service levels (SLA's) with our clients, typically 4 hours for critical issues and 8 hours for non-critical issues. The difference between us and our competitors is that we see these as worst case scenarios rather than standard response times. We set ourselves the highest standards internally, aiming to respond to critical calls within 15 minutes. Based on research over the previous quarter we found that we have an average combined response time for all priorities of calls of 1.5 hours, against an SLA of four and eight hours. We continually review our processes to ensure that work in the most efficient manner, most recently the investment in ITIL Service



Dan Sharp
Mirus IT Solutions

Management training, exams and qualifications for key team members.

We focus only on providing the highest quality IT services to our clients, no matter of their size or financial value to us. This starts from the helpdesk, based at our offices in Crownhill, which is made up of eight highly qualified engineers all solely there to ensure that all tickets, whether logged online, via e-mail, or the telephone are dealt with in a timely efficient manner according to their priority level. Should the problem require an onsite visit then we can assign one of our seventeen field engineers to resolve the issue and get you working as quickly as possible, keeping any downtime to an absolute minimum.

Reporting

As a new feature to all of our clients we now offer improved reporting on all of our response

times. Each month we can supply you with an 'Executive Report' that will give an overview of all calls logged, resolutions, how long it took to resolve, and now how quickly we responded to the issue. This means that there is no hiding, both parties can see how quickly we respond to all issues, therefore giving you piece of mind that any loss in productivity is kept to an absolute minimum.

This is one part of the reporting structure that Mirus have put in place, we can also provide you with regular network health status reports, licensing audit reports and bandwidth usage reports.

Mirus IT

Mirus IT Solutions are the region's leading IT services company, working in partnership with over 400 business across Buckinghamshire, Bedfordshire, Northamptonshire and Hertfordshire. These private and public sector organisations range in size from five to two hundred users, across a broad range of industries. We are a truly service-lead organisation, employing a total of thirty one people of which twenty five are technically focused. We partner with the largest manufacturers including, HP, Microsoft, VMware, Citrix and Doubletake to ensure our clients receive the best advice and service.

If downtime and response times are causing damage to your daily business activity, call Dan Sharp at Mirus IT Solutions now for an open discussion about our service offerings and a FREE Network Health Check. Our contact details are, 01908 562739 or e-mail sales@mirus-it.com

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