

CAIRNS IT SOLUTIONS

WWW.CAIRNSITSOLUTIONS.COM

1300 302 710



Working with Us

Introduction

Welcome to the Cairns IT Solutions family! This document describes the levels of service that Cairns IT Solutions provides to our clients and what you can expect when working with us.

Our clients depend on IT equipment, software and services that are provided, maintained and supported by Cairns IT Solutions. We appreciate that some of these items are critical to your business operations. This document aims to provide a clear, concise and measurable description of service provision to our clients and match perceptions of expected service provision with actual service support and delivery.

Areas of service

We service the Far North Queensland region and have contractors to service branch offices in other locations.

Services covered

We are available to assist with any IT-related issue including but not limited to:

- Data storage, backup and recovery
- Security
- Email
- Printing
- Business applications including POS
- Internet and networking
- Cloud services
- Compliance

Service availability

In the event of a query, outage or issue you should contact us via:

- Phone 1300 302 710; or
- Email support@cairnsitsolutions.com
- Web Log a support ticket online: <http://www.helpdesk.cairnsitsolutions.com>

We will respond within the following time frames:

- 0-2 business hours for issues classified as High priority
- Within 4 hours for issues classified as Medium priority
- Within 24 hours for issues classified as Low priority.

Our standard hours of service are 8am to 6pm, Monday to Friday. Support outside of hours is available for critical outages or planned project work to avoid disruptions to your operations. Calls or emails outside of business hours will be attended to as quickly as possible however no action can be guaranteed until the next working day.

Priority levels

- High: Significant disruption – large number of users or critical functions affected.
- Medium: limited number of users or functions affected. Business processes can continue.
- Low: few users or one user affected. Business processes can continue.

Our team

We have a number of technicians working as part of the Cairns IT Solutions team. We aim to have one primary technician servicing your issues however from time to time you may be serviced by another technician. We keep thorough notes about your organisation's IT setup and a record of issues experienced, to minimise disruption and enhance collaboration between our staff.

You will also communicate with administrative staff who may answer your support calls / emails, contact you to obtain information relevant to an issue or project and handle our accounts processes.

Complaints

If at any time you have an issue or complaint in relation to our service you should contact one of the following staff directly and we will endeavour to resolve your complaint as quickly as possible.

- Office Manager – Lisa Milbourne 0414 959 358
- Business Owner – Daniel Dench 0408 887 849

Fee structure

Our standard service rate is \$70 per hour including GST.

After hours work is charged at \$140 per hour including GST.

We charge a minimum of 2 hours for each call out and in 30 minute increments thereafter. We do not charge for travel time, pick up or delivery within the Cairns region (Palm Cove to Gordonvale).

Remote support is charged at our standard service rate and is charged in 30 minute increments.

Project work is costed per project and charged at our standard service rate. The scope of all project work will be provided to you including a breakdown of costs during the project proposal stage.

Unless otherwise stated / agreed, all quotes and project costings will be firm. We reserve the right to revise quotes and project costings in the event that the scope of work changes.

Payment terms

Issues or outages are logged on our helpdesk system and invoiced to you after resolution. Hardware and licensing costs will be payable prior to their purchase.

Project / upgrade work will be invoiced in stages, generally with a deposit consisting of all hardware and licensing costs plus 50% of the labour component. The remaining balance will be payable upon completion of the project.

Our standard payment terms for all invoices is one week. We request your cooperation in paying your invoices promptly. Our payment options will be detailed within your invoice and include: electronic transfer to our bank account, credit / debit card via our online portal, cash on delivery or PayPal.

Client portal

While working with us you will have access to a secure client portal via www.helpdesk.cairnsitsolutions.com. You will be able to view your open support tickets, invoices and any active quotes or project schedules.

Working with us

We are a small, dynamic IT services business, based here in Cairns.

We aim to partner with our clients, truly understand your needs and structure our solutions around best practice for your business. We see ourselves more like your trusted in-house advisor than simply your IT contractor.

In our experience many small to medium businesses are using systems that have failed to grow with their business or keep up with tech advancements available and suited to their industry. Our passion is business improvement and we love working with small to medium businesses to provide technology solutions that increase productivity, foster innovation and enhance communication, collaboration and teamwork. We will challenge your ways of working, suggesting alternatives that we know from experience will benefit your team.

If all of this sounds like what you're looking for, welcome to the family! We look forward to sharing mutual success.