



DIAL A NERD

BUSINESS IT SUPPORT CONTRACT

Are you having any of these problems?

- My IT Guy is not there when I need him!
- Our Invoices are complicated.
- I need better service.
- What's going on with my Network?

Dial a Nerd
SIMPLIFYING TECHNOLOGY

Cape Town | Johannesburg | 086 146 3737 | www.nerds.co.za |
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DIAL A NERD'S MSP SERVICES IT SUPPORT HAS A PROACTIVE APPROACH:

**WE WILL MANAGE YOUR NETWORK
AND STANDARDISE HOW EACH
COMPONENT IS CONFIGURED BASED
ON INDUSTRY BEST PRACTICES.**

We continuously review your computing environment and cross-reference these against ideal configurations. We then align your computing environment to industry standards without impacting on your business continuity.

A major benefit of using Dial a Nerd's MSP Services IT Support is that your computing environment will be standardised and managed by us so you can get on and do what you do best without the IT Support headaches.

MSP IT Support is offered by Dial a Nerd for your SME business's IT Support requirements.

What is Dial a Nerd's MSP Services IT Support?

A Managed Services Provider (MSP) is an IT support company and that's us Dial a Nerd.

How do I get it? – It is simple

The MSP IT Support offered by Dial a Nerd for your SME business's IT Support requirements is available in the following way:

- You can go onto our website and do your own provisional audit
- We then go out and assess your requirements and existing setup.
- You are then given our recommendations
- You sign an agreement with us and then....You give a sigh of relief!

Dial a Nerd's MSP Services IT Support has your back!

How does it work?

We use a secure Remote Monitoring and Management tool (RMM) which enables us to comprehensively and proactively support a business environment allowing us to deliver the following:

LESS DOWNTIME – greater productivity:

- We can immediately "remote in".
- Your employee will receive a pop-up on their screen with a code which they would use to give us remote access to their computer.
- This is quick and the most cost-effective way to resolve the ticket which you have logged.
- The RMM offers your business the opportunity for greater productivity.

FEWER DAY-TODAY PROBLEMS – stability:

Proactive maintenance reduces the likelihood of unexpected IT issues.

FLAT RATE IT SUPPORT – No more nasty surprises:

Knowing your IT support expenses upfront and being able to budget for them accordingly adds stability to your company's finances, no more nasty surprises!

INFRASTRUCTURE PROTECTION

We help you keep your network and devices safe and secure.

BUSINESS CONTINUITY – your info can't easily get lost

We use backup and disaster recovery best-practice methodologies. Can your business afford to take the risk without the above benefits?

Dial a Nerd's MSP Services IT Support response to Reactive support:

When reactive support is required, we have a service desk on standby ready to assist you.

Dial a Nerd's MSP Services IT Support provide you with multiple ways to contact us for your convenience.

Because Dial a Nerd's MSP Services IT Support set up all computing environments in a standardised configuration, using the same guidelines, all our engineers can be effective and efficient.

This standardisation leads to less downtime and more productivity for you.

Through securely stored blueprints our engineers can easily understand your particular environment and keep track of all your devices and configurations.

Dial a Nerd's MSP Services IT Support GDPR Standards and POPI Compliance:

At Dial a Nerd we only use world-class technology and conform to International GDPR standards, making our support systems POPI (Protection of Personal Information) compliant and secure.

Passwords and access are encrypted and further protected with Multi-Factor Authentication.

Importantly we strive to deliver ALL these compliance requirements to our contract customers and off course we abide by them ourselves.





RELIABILITY

**THE MOST COMMON REASON WE
SIGN UP NEW BUSINESS JUST LIKE
YOURS IS BECAUSE OF THE
UNRELIABILITY OF THEIR CURRENT
IT SUPPORT PERSON OR COMPANY.**

Is that how you feel?

1. "takes longer to respond than before..." (2-day delays on support)
2. "Emigrated or moved"
3. "Got larger customers, no longer cares"
4. "Got a job, stopped running his own business"
5. "They are a one-man band"
6. "They over promise and under deliver"...

Regardless of the reason, entering a contract with Dial a Nerd's MSP Services IT Support will ensure you have a reliable, proactive and contractually mandated expert support system in place and that is the smart thing to do.

Our service will save you a mountain of frustration and allow you to focus on whatever it is your business does best.

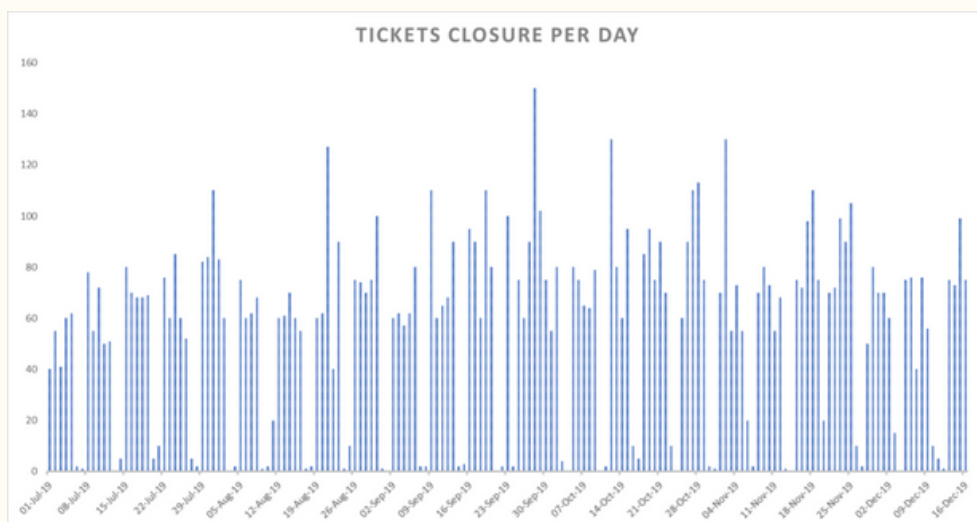
We can easily address these issues because we have the expertise and manpower to help you.

Our helpdesk boasts with the following statistics:

- On average in 2019 we answered the phone within 7 Seconds. This is an average taken from the +-25,000 calls we received that year...
- We solved ticket queries (on average) in 36 minutes. The most common of which, are listed below:



We close about 80 tickets per day



In addition to the above, we have 15 engineers on the road and they solve about 584 tickets a month within customer environments ranging from home offices to a server rooms in a warehouse.

Simplified Accounting

- Do you know exactly what and why you are paying for with your current service provider?
- Is it a month end, nightmarish marathon, you must go through every month to decipher their maize of nonsensical paperwork?
- Do you have to spend hours auditing and trying to make sense of their billing?
- Do you find it cumbersome keeping track of IT Tickets logged?

Well, at Dial a Nerd we are into productivity. We keep it simple, logical and easy for you to manage.

Dial a Nerd's MSP Services IT Support has your back!

Our existing clients love our invoicing system because our ticketing and invoicing systems are integrated so it's easy for you to cross reference and completely transparent. Through our customer portal you have the information at your fingertips 24/7.

Customers are not left wondering about charges.

Our invoices offer the following detailed information:

- TAX Invoice
- The date the ticket was logged
- The ticket numbers
- The reason/issue for the ticket
- Every ticket is identified regardless of whether it was billed or not.e.
 - If you have an unlimited support contract, monitoring or proactive support services (as most contracts do) then it's critical to identify a ticket/job on your invoice so you can understand what work was done (even if it didn't generate cost).
- Who helped your business (from Dial a Nerd)?
- Who our staff member dealt with at your office?
- How long our engineer worked to resolve your problem

Nope, we don't do scribbled pieces of paper with reams of invoice numbers and questionable figures!

If the problem/job started over the telephone and with remote assistance, and we were unable to resolve it, then the SAME ticket gets transferred to a road engineer to resolve. This ensures that our FIRST ATTEMPT at resolution is always the fastest (being telephonic and remote) and only when unsuccessful do we send a technician.

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SERVICE

ONE PROBLEM – ONE TICKET.

When you phone our REMOTE ASSISTANCE team as a FIRST ATTEMPT to resolve your problem, a ticket will be opened, and they will strive to resolve your issue without delay.

This will always be your first port of call as it would be the speediest way to get the problem sorted out.

Should our remote team be unable to resolve your issue remotely that same ticket will be transferred to one of our road engineers in order to get the issue resolved at your premises.

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Customer Centric – easy communications

One of the most important aspects of our solutions and support offered is how we handle it.

Our staff are easy to understand, friendly, engaged, trustworthy and good at their jobs ... but perhaps we didn't fix the problem at your business?

This CAN happen. IT support is a complex business as users, systems and the utilisation of them are constantly in a state of flux which is why we at Dial a Nerd's MSP Services IT Support have a SEVEN DAY GUARANTEE on our work.

Our slogan is SIMPLIFYING TECHNOLOGY and we strive to achieve this in every interaction we have with you, our valued client.

After the completion of EVERY TICKET we will send you a quick survey to gauge your satisfaction with our service so that we can stay at the top of our game.

Here are the questions we ask on our survey that is sent for EVERY SINGLE ticket that is opened (and closed) on our system... we close approximately 1605 a month by the way 😊

- 1.The engineer that resolved my service query was trustworthy and I felt I was in good hands.
- 2.The engineer that resolved my service query was friendly and courteous.
- 3.The engineer communicated well and managed my expectations.
- 4.The engineer successfully resolved the query I logged the ticket for.How likely are you to recommend our services to friends and family?

As you can see, we are as much interested in HOW our staff engaged with you, as, WHAT they did and whether they were successful in satisfying your requirements.

Fixing the problem is only part of the battle.

It is essential for us that you have a good understanding of the service we gave you:

- 1.What went wrong
- 2.What we did to remedy the situation
- 3.This in turn demonstrates to you how you received value for money i.e. no charge on your full contract, quick and efficient service.

Did we live up to our values of SIMPLIFYING TECHNOLOGY...? You decide.

Dial a Nerd has been owner-managed for over 22 years with a hands-on approach. He still answers phones and is still insistent on excellent service above all else.



Reporting

Dial a Nerd's MSP Services IT Support will provide you with a detailed monthly service report. This is one of the ways we keep you in the loop!

We report on what it is that we are DOING to earn our keep in your environment in an easy to understand way that allows you to better understand the IT risks in your business and what you need to address in this regard.

Dial a Nerd's MSP Services IT Support Reporting is transparent and helps enormously by keeping communications channels open and real.

Dial a Nerd's MSP Services IT Support and you are a team; we work together to remove inefficient and insecure systems from your computing environment resulting in a more functional and stable business environment.

Instead of pursuing you with an aggressive sales strategy, we work with you to mitigate risk and drive efficiency.

Customer Portal 24/7

We understand that as a business owner you may be burning the midnight oil and not sticking to the 9-5 hours. When you want info, you want it now! We get it.

Dial a Nerd's MSP Services IT Support has your back!

In addition to monthly reports, our customers have access to a customer portal which lists all tickets, invoices, projects and even the contract itself.

No longer do you need to ask your administrators to dig out an invoice or a job card from something done weeks prior or bother your finance person to find the contract or mail us to get an update on a current project... it's all there, and visible at any time at your fingertips

