Tru I.T. Care PROGRAM

TRU Technical Partners
IT SUPPORT & CYBERSECURITY
Tried, Tested, Trusted & True TECHsperts
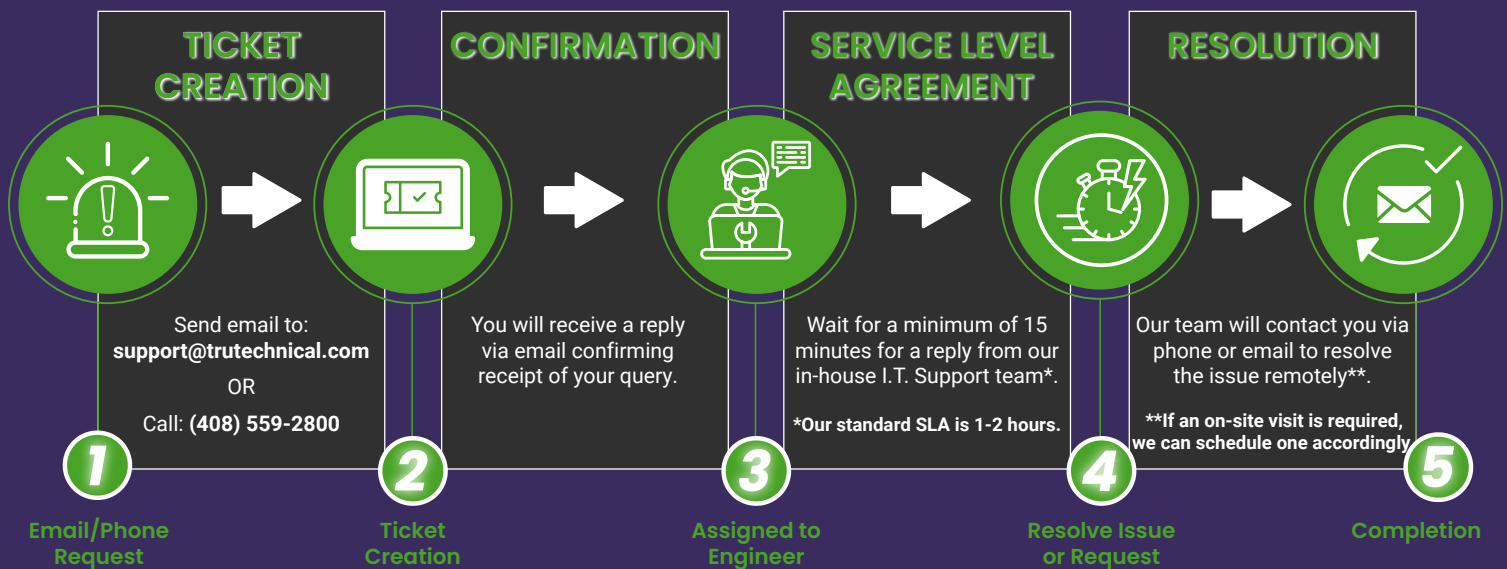
Your Highly Qualified IT Department — Without the High Cost

www.TruTechnical.com

Welcome to Tru Technical Partners TRU I.T. Care Program.
This Onboarding Guide provides you with information on how to contact us for support when required.

TRU I.T. CARE PROGRAM SUPPORT PROCESS
The TRU I.T. Help Desk provides a point of escalation for your end-users when they have an issue or question.

TICKET CREATION	CONFIRMATION	SERVICE LEVEL AGREEMENT	RESOLUTION
Send email to: **support@trutechnical.com** OR Call: **(408) 559-2800**	You will receive a reply via email confirming receipt of your query.	Wait for a minimum of 15 minutes for a reply from our in-house I.T. Support team*. ***Our standard SLA is 1-2 hours.**	Our team will contact you via phone or email to resolve the issue remotely**. ****If an on-site visit is required, we can schedule one accordingly**

1 Email/Phone Request   **2** Ticket Creation   **3** Assigned to Engineer   **4** Resolve Issue or Request   **5** Completion

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The TRU I.T. Care Program staff are available during business hours to log issues and support your team.

You can contact the TRU I.T. Help Desk via email or phone:

support@trutechnical.com

(408) 559-2800

PLEASE ONLY USE OUR CALL-IN NUMBER IF EMAIL IS NOT POSSIBLE

- *When contacting the Help Desk via email please include a description of the issue currently being experienced, and who the issue is affecting.*
- *A service ticket will be generated, and the user will be contacted by the assigned engineer.*

Thank you for choosing Tru Technical Partners as your outsourced Co-Managed I.T. Services Provider!

Trained in the newest technologies, our Cyber-Savvy Silicon Valley I.T. Heroes are proactive and accountable, knowledgeable across a broad spectrum of networking, I.T., security, workgroup, and Cloud-enabled solutions.

We are committed to providing the kind of individualized attention and world-class service our clients have come to expect.

To watch our TRU I.T. Care Program Onboarding Video tutorial, visit: **www.trutechnical.com/support**

Cyber-Savvy Silicon Valley IT Heroes

We Save the Day & Help Your Business Stay a Step Ahead