

# Service Level Agreement & Support Desk Fact Sheet

**Welcome to ISAAC Intelligence** - We are delighted to be working in partnership with you and your business and aim to ensure your experience is engaging and rewarding.

## Service Desk

The ISAAC Service Desk team is available daily, Monday – Friday between 8.00 AM to 6.00 PM. Our standard SLA is 4 hours for critical issues and 8 hours for non-critical issues.

Service desk requests must be raised by emailing the ISAAC support team – [support@isaacintel.com](mailto:support@isaacintel.com) – At which point you will receive an automated email with your unique reference support ticket, confirming that your request has been logged and is in the queue (which is always kept to a minimum)

Our support representatives will then contact you either by email or telephone – we also utilise a remote session application, which allows us to remotely access your systems and devices to monitor and make adjustments when required.

## FAQ:

### 1. How do I raise a Service Desk Ticket?

To raise a ticket please send an email to [support@isaacintel.com](mailto:support@isaacintel.com)

**Tel:** +44 (0) 20 8100 6119

### 2. Who receives my Service Ticket?

The ISAAC General Support Team receive your ticket. Emailing [support@isaacintel.com](mailto:support@isaacintel.com) is the quickest way to guarantee your issue has been logged and will be responded to in the shortest possible time

### 3. What response time should I expect?

Critical issues; Please expect a response time of between 1 – 4 hours.

Non-critical issues; Please expect a response time of 8 hours.

**N.B. With all support requests, we aim to respond in a shorter period than quoted and provide the times above as worst-case scenario.**

### 4. Escalation path

You are free to escalate any request via direct contact with one of the Executive Team, but please try to wait until we have responded through our normal Service Desk, which we aim to do 100% of the time. (*Current KPI: 100% within SLA*)