



KORIS365

WELCOME PACK

**Thank you for choosing Koris365 –
Your journey has commenced!**

Everything Koris365 offers has a service wrap with tailored SLAs and proactive implementation across our portfolio. We combine our customer service ethos with the power of today's communication and networking capabilities, transforming them into a real competitive advantage for your business.



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About Koris365

01 How to contact us

Helpdesk 24/7

+44 (0) 345 505 6365
support@koris365.com

Koris365 Support Portal

koris365.ITClientPortal.com

Log a support request

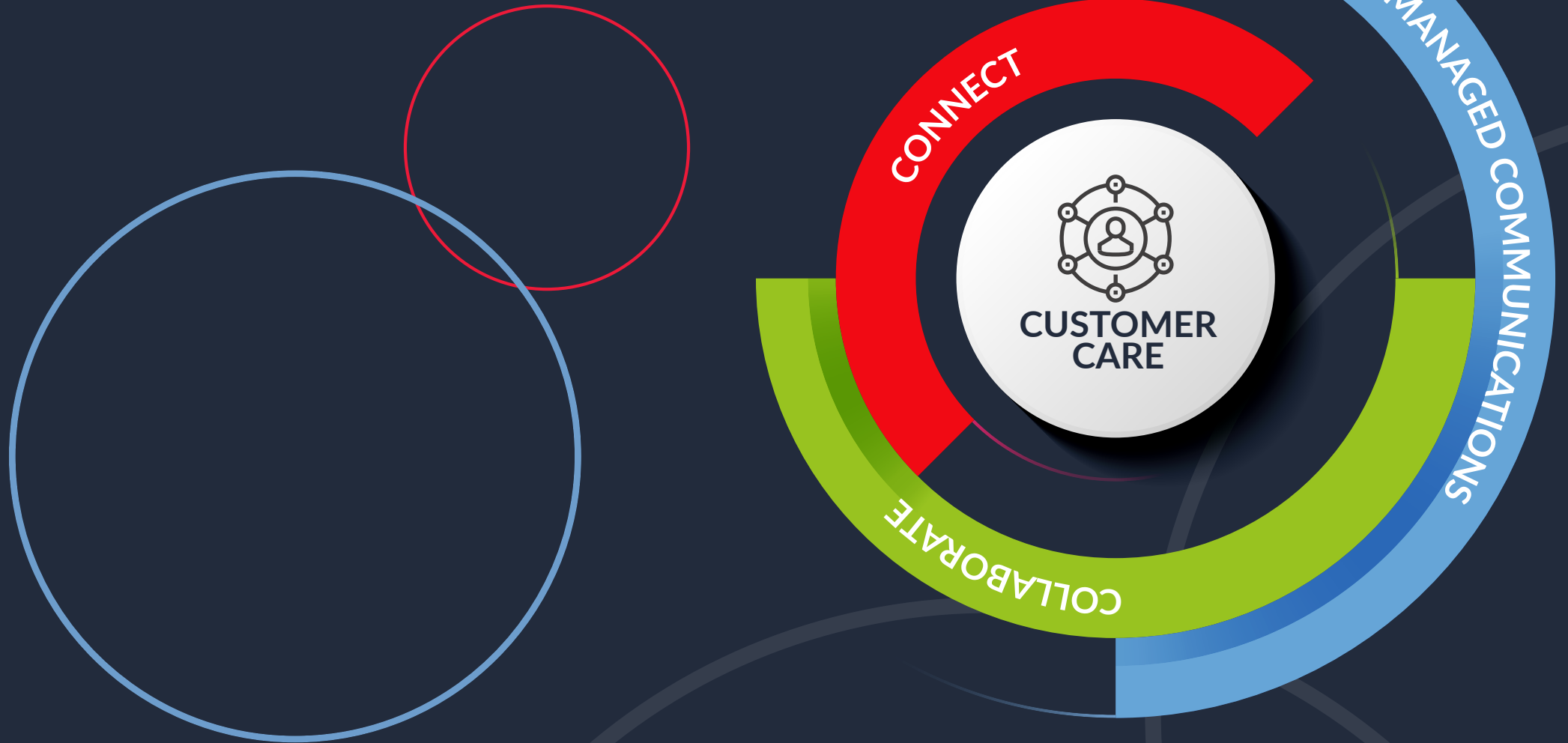
- Raise requests anytime, anywhere
- Track the real-time status of all existing requests
- Update existing requests



02 Customer care department

Customer care is at the heart of our ethos and has been from the start. We are always here for you day or night.

Whether you have a quick question or a pressing issue to resolve, our highly trained, enthusiastic technical team are on hand and here to help.



03

Logging enquiries

We are covering
your back 24/7

Day or night

1

Logging your call

Customer service:

+44 (0) 345 505 6365

To report a non-critical fault,

Please E-mail Services on:

support@koris365.com

2

3

Receiving a unique
ticket number

You will receive a unique
call log ticket number

4

Viewing your ticket

To view your ticket, access
our support portal at:
koris365.ITClientPortal.com

5

Updating existing
tickets

To update existing tickets,
access our support portal at:
koris365.ITClientPortal.com

04 Priority definitions

You set the priority based on the impact to your business.

P1

A business critical system is down or there is a critical impact to your business operations. Koris365 will work with you and commit any and all necessary resources “around the clock” to resolve the situation.

P2

Operation of an existing system is severely degraded, or significant aspects of your business operation are negatively impacted by inadequate performance of Koris365 supported products. Working with you, Koris365 will commit full-time resources during contracted business hours to resolve the situation.

P3

Operational performance of the system is impaired whilst business critical functions remain available. Koris365 will commit all necessary resources during contracted hours to provide a resolution to the outstanding issue.

P4

You require information or assistance on product capabilities, installation or configuration. There is clearly little or no impact to your business operation. Koris365 are willing to provide resources during contracted hours to provide information or assistance as required.

05 Escalation path

STEP 1

Service Desk
0345 505 6365
support@koris365.com

STEP 2

**Service Operations Manager
Server & Infrastructure & End User**
Lee Cherry
lee.cherry@koris365.com
011 351 21824
+44 (0) 7970 671044

**Service Operations Manager
Network & Security**
Andrew Martin
andrew.martin@koris365.com
+44 (0) 7850 434109

**Service Operations Manager
Unified Communications**
Gavin Jones
gavin.jones@koris365.com
011 897 68034
+44 (0) 7969 487574

STEP 3

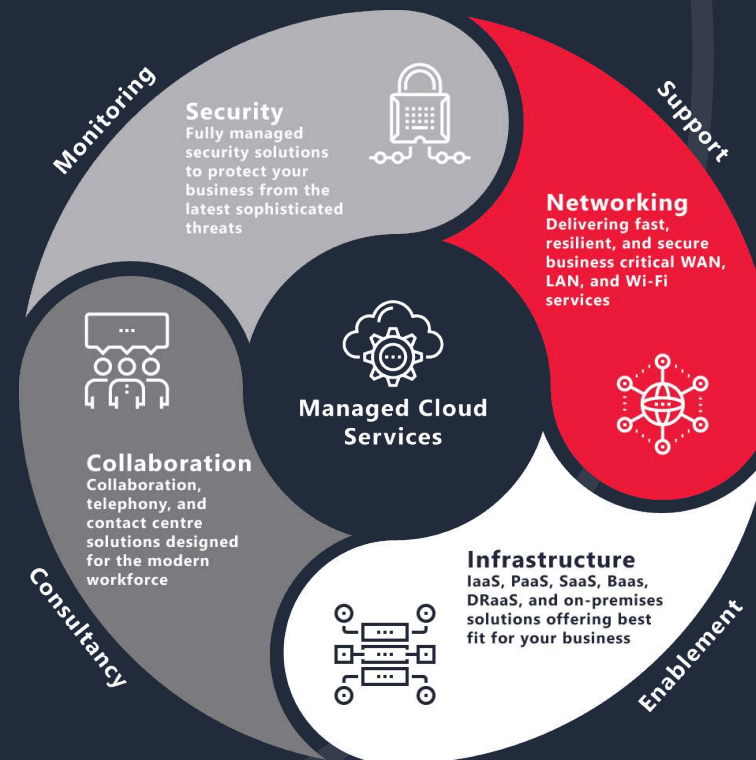
Support Services Director
Andrew Martin
andrew.martin@koris365.com
+44 (0) 7850 434109

With a great balance of skills across our business and technical teams that love to continually develop their expertise, we have great knowledge of emerging technologies as well as evolved technologies, so we can; implement; upgrade and adapt legacy technologies just as easily as implementing new technologies.

Customer service is a real focus for us, and something we are constantly trying to improve. We are committed to delivering beyond expectations which is probably why some of our customer relationships are as old as we are.

We have built an enviable reputation of technical expertise and continue to develop and foster knowledge all the time.

Our experts can help across a spectrum of IT solutions:





info@koris365.com



0345 2300365



koris365.com