Modern Networks Service Desk

Do you need technical support?

If your IT is not working, or you need to request something new, please contact the Modern Networks Service Desk.

All service tickets are prioritised and we respond to business-critical incidents straight away. If it's a low priority issue, we aim to have it fixed within 5 days.

It's always better to call the Service Desk so that we can understand what you need and get the priority right first time. If you do email us, please ensure you describe the issue briefly but in enough detail that we understand any urgency.

Contact Modern Networks Service Desk:

01462 426500

support@modern-networks.co.uk

If you need to escalate a service ticket please contact the escalations team on:

01462 425540

escalations@modern-networks.co.uk

CLICK HERE FOR ESCALATION CRITERIA

For sales enquiries please email: sales@modern-networks.co.uk

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Service Desk Response Times

When you log a service ticket with us, it gets classed as either an incident (something is broken) or a request (you need a new starter setup on your IT systems).

Naturally, we aim to resolve every incident and respond to every request as quickly as possible. To help us prioritise incidents and requests, we assign them to specific target response times for resolution. This is known as our SLA (Service Level Agreement).

Ticket priority

The SLA assigns a degree of importance to each incident and request based on two factors. First, the likely impact on your business operations. Second, the level of urgency to resolve the issue. The result is the ticket priority, which works on a reducing scale from P1 to P5. Our standard SLAs are as follows:

Priority	Description	Examples	Response	Target Resolution
P1	Business critical systems are unavailable and impact the majority of business users. More than 50% of users and/or sites are not able to access critical business systems.	• Site Down • Multiple users impacted • Security breach.	30 minutes	4 hours
P2	Business systems are severely degraded preventing users from being able to perform key day-to-day functions.	• Service degraded i.e. running slowly for multiple users.	1 hour	8 hours
P3	Non-critical service issues including issues affecting a single user in a non-critical scenario.	• Single user impacted.	4 hours	16 hours
P4	Service request, user assistance queries and pre-approved minor changes.	• New joiners request • Leaver's request • Password reset • Content creation • Software installation (single user) • Single user permission changes • AD name changes • Adding a user to an existing folder • Request for information.	Next business day	5 business days
P5	Infrastructure level changes. Changes to the IT systems that might impact the majority of users.		5 business days	N/A

* Resolution time is the elapsed time from when the ticket is logged to when the resolution has been delivered or a course of action has been agreed. Tickets may be closed without agreement if the affected user does not respond to multiple communications.

Please be advised that some customers have specific SLA requirements. If you are unsure please contact Modern Networks.

Examples

The priorities are on a sliding scale; a full site, or a business critical service down would be logged as a P1, whereas a damaged screen would be a P3, and a request for a licence or new starter would be a P4.

How do we know what's important and urgent?

Our support team are used to dealing with many types of incidents and requests, so they understand the impact of most types of technical problem. However, we also rely on the information you tell us so that we understand the genuine impact to the business and how many people are affected.

How do I give feedback or raise concerns?

We value your feedback. Every time you receive an email from us there is an opportunity to give feedback on the quality of the service you have received. Simply click on the icon that best represents your experience and let us know what we did well or could improve. All feedback is reviewed and communicated across the teams internally.

Key contacts

Service & Support	Davinder Rai Service Desk Manager	drai@modern-networks.co.uk
Order Management	Claire Van Lelyveld Telecoms Operations Manager	cvanlelyveld@modern-networks.co.uk
Account Manager	Ryan O'Rourke Sales Manager	sales@modern-networks.co.uk
Customer Service	Claire Perkins & Corinne Baker Service Delivery Managers	escalations@modern-networks.co.uk
Finance & Billing	Debrah Fletcher Finance Team Leader	finance@modern-networks.co.uk

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