



Support **X**

Technical expertise when you need it



About Support X

Support X is a reactive technical support service fully focused on issue resolution.

Available Monday-Friday between 9am-5pm (excluding bank holidays).

Key features

- Access to our certified expertise to assist with resolving your issues.
- Escalation of issues to vendor to resolve tickets where required.
- Escalation of tickets to an engineer where required.

Support X vs. Network X

Support X is a reactive service that is automatically included in your package with XTECH.

Network X is an add-on service that offers proactive monitoring and optimisation of your network services. If you would like to hear more about this, please get in touch with your account manager or drop us an email at networkx@xtech-it.co.uk, we'd love to discuss it with you.

Please see overleaf for a more detailed comparison.



Services overview:



Service Features	Support X	Network X
Mon-Fri, 9am-5pm telephone and email support (excl'd. BH's)	✓	✓
Certified specialist vendor support	✓	✓
Firmware updates inclusive of change management (as requested)	✓	✓
RMA assistance where under warranty with the manufacturer	✓	✓
Escalation to manufacturer	✓	✓
Industry-leading ticket system	✓	✓
Real-time network topology		✓
Alert set-up and proactive monitoring of critical alerts		✓
Raise a ticket with Network X and escalate to the manufacturer where required		✓
Dedicated level-3 technical account manager		✓
10x 1-hour remote configuration changes*		✓
Dedicated Account Manager		✓
Regular reporting and recommendations call		✓
Bespoke add-on and wrap-around services where required		✓

*cannot be rolled over and maximum of 2 at a time




Our commitment to you


We understand that swift action is crucial when it comes to network management. Service disruptions can have significant consequences, and timely support is key to minimising impact. Our goal is to reduce the risk of service disruption and ensure your operations run smoothly with minimal downtime by outlining our response and resolution timeframes below:

Issue categories		
	Response	Resolution
Priority 1 issues e.g. loss of service	1 hour	8 hours
Priority 2 issues e.g. disruption to essential functionalities	2 hours	16 hours
Priority 3 issues e.g. partial or limited loss of function	4 hours	24 hours
Priority 4 issues e.g. minor issues	24 hours	48 hours

How to use

Simply get in touch using one of the following methods as soon as an issue is identified:

 01865 502440 (extension 2)

 supportx@xtech-it.co.uk