

Help Desk & Support

Readily available, expert support is one of the foundations of a full business-oriented technical service. OneSquared provides comprehensive technical cover ensuring help is at hand 24 hours a day, 7 days a week.

What is it?

We offer a range of support options for our customers. These range from straightforward telephone support during business hours through to 24/7 support with guaranteed response times and uptime guarantees for those with mission critical services located in our data centres.

Business Hours Helpdesk - OneSquared provides free business hours access to its helpdesk for all customers between the hours of 8.30am and 5.30pm Monday to Friday excluding national public holidays. Calls may be logged outside of these times but will not be dealt with until the next working day unless you have opted for extended hours helpdesk access.

Extended Hours Helpdesk - Provides the customer with access to assistance from our customer support team outside of normal business hours.

Product Features:

- Business Hours Helpdesk / SLA - max 1 hour response
- Extended Hours Helpdesk - 24 x 7
- NZ based support
- Traceable ticketing system
- Rapid response time

Why should I use it?

OneSquared is a specialist business ISP focusing on high end hosting solutions. That means three things:

1. We do not get flooded with calls from a large consumer customer base, as can happen with consumer-oriented ISPs. So when you call us, you won't end up in a long queue.

2. Our service people are specialists, not generalists. When you need support, you'll receive it promptly from someone who knows what they are talking about.
3. With a selection of Service Level Agreements (SLAs), we provide the level of support you need. This provides you with the right balance between service and cost.

How does it work?

You can call, email, or raise a web based ticket 24 hours a day, 7 days a week.

All calls are directed to our first level support team and once a call is answered it is directed to a sales channel or support channel. During business hours this will be directed to second level support or one of our engineers. If an engineer is not contactable, details are taken and a ticket established in our ticketing system.

We answer almost all emails within 24 business hours and our ticketing system has built in escalation and notification procedures depending on the level of SLA you have subscribed to.

Outside of business hours, you determine the level of support, our response, and response times. SLAs are provided to ensure a minimum level of support, with the option of adding greater support levels where appropriate.

Is it right for you?

Help desk and support are integral parts of any solution for organisations that rely on their Internet Infrastructure.