

SERVICE DESK GUIDE

www.breakwaterit.co.uk



breakwater IT
A platform to power your business

Contact the Service Desk

Email: servicedesk@breakwaterit.co.uk
Tel: 01603 709301

Hours of Service

Service Desk Hours:
08:00 - 18:00 | Monday to Friday*

Critical Out of Hours**:
18:00 - 22:00 | Monday to Friday*
09:00 - 17:00 | Saturday and Sunday*

* Excluding UK Public Holidays

**Only Business Critical calls will be responded to outside of hours. Faults reported wrongly outside of core hours may be subject to a fee of £130.00 per hour.

Logging a Support Ticket

Support Tickets may be logged via the following methods:

Breakwater Hub

Raise any level or priority ticket through our Breakwater Hub and receive real-time notifications with ticket updates. You can also chat with a technician using our built-in instant messenger.



Telephone

Critical and high priority issues should be placed to the Service Desk by calling:
[01603 709301](tel:01603709301)

Email:

Medium and low priority issues should be placed to the Service Desk by emailing:
servicedesk@breakwaterit.co.uk

Ticket Logging Process

When logging a ticket you will need to provide us with the following information:

- Your company name, location and contact details
- A layman's summary of the problem or query, noting the application / service / equipment that the issue relates to
- The number of people affected by the issue and a realistic assessment of its urgency
- If your issue is urgent, then please let us know when you call and we will try to ensure you speak to an Engineer from the outset.