



CLIENT GUIDE

WE SOLVE IT RIGHT, 100% OF THE TIME

Welcome to LeadingIT

We know you're busy, and that's where we come in. Since our start in 2010, we've had a relentless focus on responsive technology support for growing local businesses. This means we're not just another "IT guy" - we're a team of fun to work with people focused on making technology work for you.

Our vision is to help your company become more capable, more efficient, and more profitable by implementing great technology. Our goal is to offer the next generation of technology support with friendly, knowledgeable staff at a reasonable price.

THANK YOU so much for trusting us to build and manage your technology needs. We're excited to work together. If you ever have any questions, concerns, or feedback, please don't hesitate to reach out and let us know.

Thanks again,

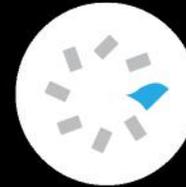


Stephen Taylor
CEO, LeadingIT



Working With Us

Remember, we provide **unlimited support** so go ahead and put us to work! There are three ways to communicate with our team.



★ Help App

Best Way to Create
& View Tickets



Email

Help@GoLeadingIT.com



Call

Call for Emergencies

How We Handle Tickets

We want to solve your issue, the correct way, **the first time**. To help us do this we use our Help App to gather the correct information which then links to our home-built procedures.



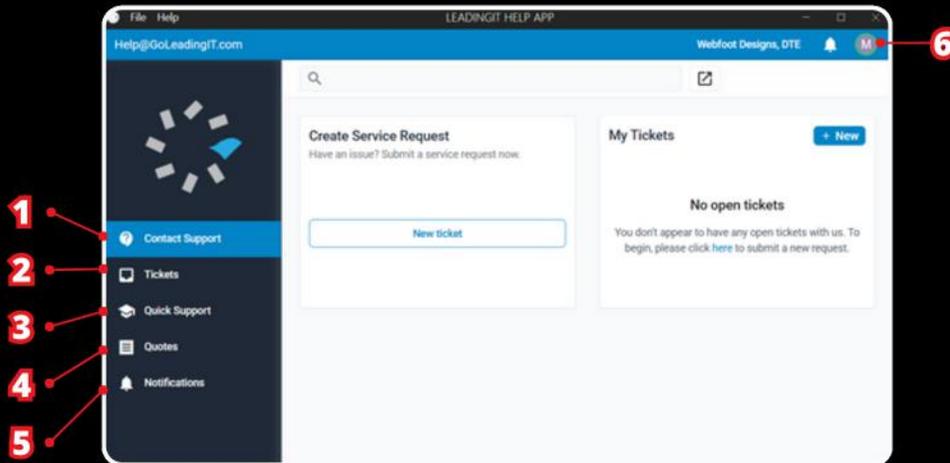
A very important part of this process is our rule:
One issue per ticket.

We do this to prevent issues from being lost while in the process of fixing another issue.

Have multiple issues? **No problem.**

Just enter a ticket for each one and the team will get each one assigned to the correct technician that can best handle your request.

Navigating the LeadingIT Help App



1 Create a New Ticket

When you need something, this is where to start!

2 View Open Tickets

See the status of an open ticket, the latest update or add an update of your own!

If you are a manager, you can have access to view all open or closed tickets at your location or entire organization.

3 Quick Support

Self-help knowledgebase with some FAQs and other helpful information.

4 Quotes

Looking for a quote? Here you can see open and closed quotes.
Managers can see all quotes for the organization.

5 Notifications

Get a quick view of any recent tickets or status updates.

6 User Details

Clicking the user icon at the top right of the Help App will show you if you are connected to the internet, who you are signed in as, and your computer name.

Utilizing the Help App

Users will find the Help App pre-installed on their machines. Using the Help App is the quickest way to submit a ticket for your issues or even find answers to common tech questions.

If you enjoy the Help App and have requests for new features or information that would be helpful, let us know!



LeadingIT Help App
App

Project Work



Evaluating a new phone system?

Let us know so we can help ensure proper compatibility and make you aware of how to avoid common issues.



Expanding or Moving Offices?

We can help you plan from a technical perspective for a smoother move. There are so many moving parts, let us help take some of the hassle out of it!



Evaluating New Software?

We'd be happy to evaluate the software / requirements / claims and give you a straightforward and unbiased opinion. Please ask us!



Internet Changes?

This can be a smooth process, but sometimes the Internet Provider is not aware of your setup and this can cause problems. Let us know before any changes are made and we can help coordinate a seamless upgrade.



New Office Hardware - Printers, etc.

Want help evaluating features and brands? Ask away!

Client Feedback



We love feedback!

Whether you want to commend us for doing something great, or feel there's an area we need improvement on, we want to hear from you!

When a ticket is closed you will receive an email that provides the opportunity to give your feedback.

How did we do on this request?



Good



OK



Bad

Love us? [Refer](#) someone and get \$1000 when they sign up.

Please know, we review this feedback on a weekly basis with all staff, so your input really is heard!

Benefits of Working with LeadingIT



Helpdesk

Submit tickets and requests via our LeadingIT Help App.



Talk to a Live Person

We answer the phones live all day, every day.



24/7 Support

We are always available for emergency support.



Unsolvable, SOLVED

We work to solve every problem, no matter how difficult.



Everything Is Our Problem

With our concierge support, we are the liaison between you and your vendors and software packages.



Unlimited Support

Our monthly support agreement includes **unlimited support**. Whether you call us 10x or 100x, it's covered!

Office Hours

Monday thru Friday
8am - 5pm

24/7 Emergency Support

(815) 308-2095

Leaving a voicemail will page on-call team.
Please use our app for non-emergency.

Holidays

Memorial Day

4th of July

Labor Day

Thanksgiving & Black Friday

Christmas Eve & Day

New Year's Eve & Day

Our offices will be closed- emergency support only

Standard Security Policy



Network Level Passwords

All network passwords changed for security purposes. This will apply to domain administrator, firewall, network devices, and online logins for the organization.



Web Filtering

The firewall and anti-virus software will block adult, criminal activity, gambling, hacking, illegal drugs, hate, fraud, spam, spyware, offensive, and violent content.



Administrative Privileges

Admin privileges will be left to the domain admin account. This Microsoft best practice stops about 95% of virus issues – so it's very important!



SPAM Filtering

Sometimes email gets blocked. Sending us the bounce back email helps us diagnose the issue quickly.



Backup and Disaster Recovery

We backup server files as often as **every hour**. Those backups will be retained for at least **7 days**. The entire server will be recoverable from the day prior. We are also able to virtualize that server in the event of complete disaster in about an hour's time.



User Password Policy

Policy to enforce secure passwords and force them to be changed every 180 days.
(8 characters, 1 number, 1 lowercase letter, and 1 capital letter)



Employee Offboarding

A support ticket should be entered immediately following an employee's departure. We disable their access to the network and forward their emails as directed. The account/email will remain available until we are directed to delete that account.



Proactive Monitoring & Maintenance

We monitor all aspects of the network, internet, servers, and workstations for maximum uptime. Systems are proactively rebooted and updated outside business hours to protect your productivity.



24/7/365 SOC Monitored Solutions

Many of our security tools are backed by an advanced Security Operations Center to help correlate and alert to suspicious activity in real-time.



Employee Tracking & Watching

While technology does exist for monitoring activity, it is not our position to do so. We find the best process is to define acceptable use and implement restrictions.

Support

 **LeadingIT Help App**

 **815-308-2095**

 **Help@GoLeadingIT.com**

After Hours Emergency Support

 **(815) 308-2095**

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Please use our app for non-emergency.*

