# Welcome to Calligo Support

A guide on how to interact
with our Service Desk

## Contents

# 1. Document Control

| | |
|---|---|
| **AUTHORS** | Karen Sharp: David Thomas |
| **EMAIL** | Karen.Sharp@calligo.io : David.Thomas@calligo.io |
| **VERSION** | 3.6 |
| **DATE ISSUED** | 29/04/2023 |
| **CLASSIFICATION** | Public |
| **DISTRIBUTED TO** | Calligo employees and Calligo clients |
| **DISTRIBUTION METHOD** | Email |

Information contained in this document is accurate to the best of our knowledge at the time of publication and is required to be treated as confidential. It should not be reproduced or made available in any form to persons outside the group directly responsible for evaluating its contents.

The master document is controlled electronically within the Supplier's DMS. Printed copies of this document are not controlled. Document users are responsible for ensuring printed copies are valid prior to use.

# 2. Introduction

Welcome to the Calligo Service Desk.

The purpose of this document is to provide you with all the information required to obtain support from the Calligo Service Desk. It will provide contact and escalation details as well as a guide on the type of information that Calligo deems useful when logging Incidents.

Please refer to the Service Level Agreement here for further information regarding Incident and Service Request response times, Service Credits and information relating to Service Management in general.

# 3. Calligo Service Desk Team

We take great pride in the service we provide to our clients which is why we focus on hiring and retaining talented IT professionals to deliver excellent customer service.

The Calligo Service Desk team has a wealth of knowledge and experience in troubleshooting and resolving IT related issues and are acutely aware of the negative impact system downtime or the inability to perform a specific task has on productivity.

All the team are knowledgeable and experienced professionals capable of identifying and resolving technical issues quickly and efficiently.

# 4. Calligo Service Desk

The following section provides details on how to contact the Service Desk and the procedures for logging Incidents and Service Requests.

## 4.1. Contacting the Service Desk

| Global Service Desk Contact Details | |
|---|---|
| Self Service via Website | https://www.calligo.io/customer-support/ |
| Self Service Portal | https://cloudhelp.viaje.cloud |
| UK & Channel Islands | +44 330 124 2500 |
| Republic of Ireland (Dublin) | +353 (0)1 886 9130 |
| Canada | +1 (905) 842 2994 |

The Service Desk operates 24 hours a day, 7 days a week. Depending on the Services you have procured from Calligo, you will be able to log an Incident via any of the methods above and receive support in line with the Service Level Agreement. If you are not entitled to receive 24 x 7 support as per your Agreement, the Service Desk will respond during Business Hours.

All Incidents and Service Requests must be logged with Calligo via the Self-Service Portal or telephone. Incidents or Service Requests that are raised in any other manner will not be actioned and will not be covered under the terms of the Service Level Agreement.

## 4.2. Regional Business Hours

The regional Service Desks are manned during the hours below. Any calls that are made to the regional Service Desks outside of these hours will automatically forward to the next available region or on call service depending on the time of day:

- UK & Channel Islands operates between 08:00 – 18:00 UTC (Monday – Friday)
- Republic of Ireland operates between 08:00 – 18:00 UTC (Monday – Friday)
- Canada operates between 08:00 – 18:00 UTC (Monday – Friday)

## 4.3. Incident Troubleshooting Requirements

When logging new Incidents, it is essential that the Client provides as much information as possible as this will significantly reduce the Incident resolution time. Information that would be useful includes:

- Concise description of the issues being experienced
- Specific environment and infrastructure information
- Any troubleshooting steps performed prior to contacting the Calligo Service Desk
- Actions or events that triggered the issue
- Ability to replicate the issue and the steps taken to do so
- Quantify business impact/number of Users affected
- Screenshots, video, or error messages where practical
- Relevant log files
- Details of any changes recently applied
- Contact details for the key client contact raising the Incident

## 4.4. Incident Logging Procedures: Via Customer Support Portal

Calligo's Customer Support Portal is accessible via our website. Follow the link to Customer Support at the top of the homepage and you will be redirected to the Customer Support Portal where you will find several options to choose from. Select the most appropriate option and complete the form, taking care to ensure you enter all the relevant details accurately. Failure to do so may impact our ability to respond in a timely manner.

***Note that for all P1 reported tickets, a phone call into the Service Desk is required.**

## 4.5. Incident Logging Procedures: Via Self Service Portal

Calligo's Self Service Portal is an online tool providing full visibility of historic and current Incidents that have been logged, with the added capability to update existing and log new Incidents as they occur.

Access to the Self-Service Portal is via an account provided by Calligo. This account will provide secure visibility of Incidents logged by the Clients Users. Whilst all Users will be able to view all Incidents logged, only the User that logged the Incident will have permission to update it.

Please contact a member of the Service Desk and make them aware if you do not have any credentials to access the Self-Service Portal.

***Note that for all P1 reported tickets, a phone call into the Service Desk is required.**

## 4.6. Incident Logging Procedures: Via Telephone

Incidents raised by the Client via telephone will be routed to the next available Service Desk Engineer who will raise a Ticket on behalf of the User within Calligo's Incident management system (CloudHelp).

Details of the Incident will be taken from the User and entered directly into CloudHelp. Once the Incident is created an automated email is issued with an Incident number, a very summary of the

Incident and details for accessing the Customer Support Portal. The Service Desk Engineer will maintain ownership of the Incident unless it is escalated.

# 5. Service Desk Escalation

If an Incident is not managed to your satisfaction or has failed to be managed within the terms of the Service Level Agreement, we actively encourage you to escalate the Incident to the Service Operations Management team

The Service Operations Management team are ultimately responsible and accountable for ensuring our clients receive excellent customer service and are managed within the terms of the Service Level Agreement. They will take the necessary steps and measures to deal with any shortcoming in the service to ensure a satisfactory outcome.

## 5.1. Types of Escalation

Escalations occur in support centres for a variety of reasons. An escalation management system allows us to identify, track, monitor, and manage situations that require increased awareness and swift action. Calligo provides its clients with two types of escalation described below.

### 5.1.1. Functional Escalation

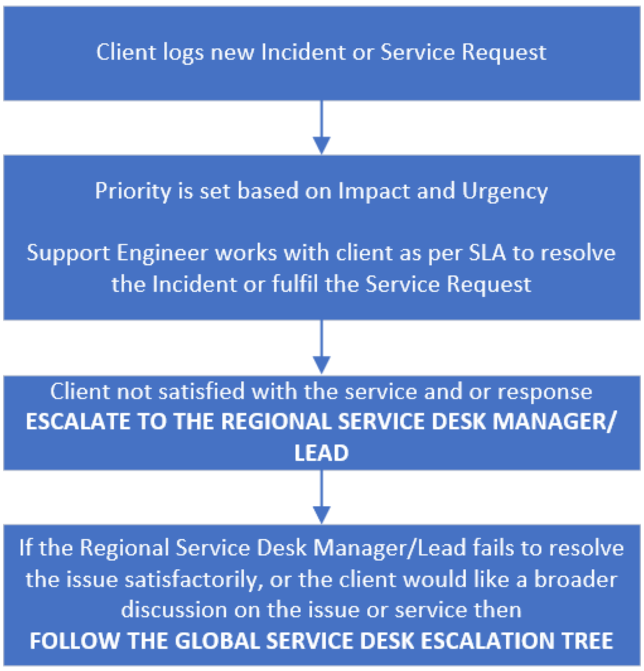
We use this process when the Calligo Service Desk team is unable to resolve the issue or stay within the agreed timeline (meaning, the targeted time for resolution is exceeded). We assign the issue to another team based on the skill set required to resolve the issue.

### 5.1.2. Hierarchical Escalation

We use this process as a communicative means to inform all parties involved in a proactive manner of a potential SLA breach.

The essence of our escalation management is to bring order, structure, focused management attention, and additional resources to those customer situations which could otherwise result in a high level of customer dissatisfaction and/or damage to our reputation.

## 5.2. Escalation Process Overview



| Global Service Desk Escalation Tree | | |
|---|---|---|
| **Escalation Priority** | **EMEA Region** | **North America/Canada Region** |
| Stage 1 | **David Thomas**<br>Global Service Desk Manager<br>David.Thomas@calligo.io<br>UK +44 330 124 2500 ext:1157<br>Canada\NA +1 (905) 842 2994 ext:1157 | |
| Stage 2 | **Mark Grant**<br>Client Operations Manager (UK/CI)<br>Mark.Grant@calligo.io<br>+44 798 520 8018<br><br>**Jim Kelly**<br>Client Operations Manager (Ireland)<br>Jim.Kelly@calligo.io<br>+353 49 4360080 | **Kevin Rickey**<br>Operations Director<br>kevin.rickey@calligo.io<br>+1 416 855 3030 EXT 1119 |
| Final Point of Escalation | **Jason Petrucci**<br>COO<br>jason.petrucci@calligo.io<br>+44 7716 350145 | |

## 5.3. When Should an Escalation be Initiated?

For clients who hold a valid managed services contract, an escalation may be initiated any time after the SLA response time. If you have worked through our standard support processes and with our teams and you are not satisfied with the level or timeliness of service you received, you can escalate accordingly. Additionally, an escalation should be initiated when there is tangible impact to your production environment, or there is high risk to your business operations.

Listed below are some examples of reasons to initiate an escalation:

- Management of a major problem, especially where impact to business is high and the problem is taking too long to isolate the cause of the Incident.
- A prolonged outage that exceeds or threaten to exceed the SLA or timeframe.
- Frequently recurring or multiple related high-priority incidents where the priority is related to business impact and urgency.
- Security breaches identified or reported by a client without a workaround that is mutually agreed upon.
- Risk of potential or actual damage to the client or Calligo's reputation.
- Data loss or risk of potential data loss.
- Common sense.

## 5.4. What Can I Expect During an Escalated Status?

You will be contacted by the assigned Manager who will collaborate with key stakeholders and develop a communication plan. As needed, a technical plan of action will be co-developed to ensure resolution of the issue. The Manager will also update your account team (Customer Success Manager and/or Account Executive) of the case progression. The assigned Manager will work as your advocate internally and become a virtual member of your own problem-resolution team.

## 5.5. What Criteria Does Calligo Use to Close my Escalation?

An escalation will be considered closed if it meets one or more of the following requirements:

- The objectives that were initially agreed upon have been achieved.
- A satisfactory monitoring period has elapsed without problem recurrence.
- The escalation has been reviewed and an agreement reached to downgrade the case severity level.
- You have agreed that the issue is resolved.
- A mutually accountable decision has been made that the issue cannot or will not be resolved and this has been communicated to all parties.
- As part of our continuous improvement process, your escalation will be documented and reviewed to help Calligo determine the steps that led to the escalation and how to avoid the issue from reoccurring.

## 5.6. De-Escalation Process

Once resolved to the client's satisfaction, the situation is monitored for an agreed-upon period. The escalation team remains on standby and available in case the problem reoccurs during the monitoring period.

The de-escalation process follows these steps:

- Once the monitoring period is successfully completed, the escalation is closed by the Manager after seeking agreement with the client.
- Once the escalation is closed, a post-escalation review is conducted and added to the escalation record.