



Customer Support Information and Procedures

Our Customer Support Information and Procedures are subject to change and the latest version is always posted and available on our website at: <http://bcianswers.com/home/service-desk-request>

Support - Call Handling Procedures

This document provides information regarding BCI's Service procedures, problem prioritization, tracking, and escalation guidelines for issues related to Managed Services.

Support Desk

Support Hours	24 x 7 x 365
Regular Office Hours	8am to 5pm CST (Monday - Friday)
Telephone (Local) - Available 24x7x365	(601) 898-1890 - Select Option 2 for customer service
Email - Monitored during Office Hours	help@bcianswers.com

Support Procedure for Contract Related Issues

How to Open a Case

To open a support case, simply call, email or use our web form to start that process. Once we have received your request we'll work with you to classify the *Priority Level* of the issue and prioritize your issue accordingly. In most cases we'll be able to start working with you over the phone right away. If we are unable to come to a resolution immediately over the phone, we'll use the *Priority Level* to help us assign resources accordingly so we resolve your most important issues first.

In some situations, more involved issues will require escalation to a specialized department. In that situation we'll make that escalation accordingly and the department will be able to review all notes attached to your incident.

Detailed reports of service requests, person reporting the issues, when the calls were resolved, and the resolution are available upon request.

Priority Levels

All service requests and emails will be evaluated, assigned one of the following priority levels, and handled accordingly.

PRIORITY 1	CRITICAL: Production systems are down, causing critical impact to business operations if service is not restored quickly. BCI commits substantial resources around the clock to resolve the situation.
PRIORITY 2	MAJOR: Production systems are severely degraded, impacting significant aspects of your business operations. BCI commits full-time resources during business hours to resolve the situation.
PRIORITY 3	MINOR: Production systems are degraded. Functionality is noticeably impaired, but most business operations continue. BCI commits resources as available during normal business hours.
PRIORITY 4	INFORMATIONAL: Customer requires assistance but daily operations are not affected. BCI places these requests into a standard job queue for research and response.

NOTE: Priority 1 and 2 escalation times are measured in calendar hours, 24 hours per day, 7 days per week. Priority 3 and 4 escalation times corresponds with BCI's business hours: 8am. to 5pm Central Standard Time, Monday through Friday, excluding BCI holiday observance.

Escalation Grid:

Elapsed Time	P1 – Critical	P2 – Major	P3 – Minor
15 Minutes			
1 Hour	Customer Service Manager		
4 Hours	Director of Technical Services	Customer Service Manager	
8 Hours	Director of Service Desk	Director of Technical Services	Customer Service Manager
24 Hours (1 day)	VP of Engineering	Director of Service Desk	Director of Technical Services
48 hours (2 days)			Director of Services Desk

Requesting Escalation:

If you feel that adequate progress or the quality of service is not satisfactory, or if you feel that your issue requires more attention, BCI encourages you to escalate your service request by contacting the appropriate management personnel listed below.

Name	Title	Phone	Email
Laura Smith	Customer Service Manager	(601) 427-4193	lsmith@bcianswers.com
Spencer Buskirk	Service Desk Manager	(601) 427-4161	sbuskirk@bcianswers.com
Jonathan Houston	Service Desk Manager	(601) 427-4640	jhouston@bcianswers.com
Marc Heard	Service Desk Manager	(601) 427-4612	mheard@bcianswers.com
Daniel Hansen	Director of Service Desk	(601) 427-4673	dhansen@bcianswers.com
Bryan Haynes	Director of Technical Services	(501) 537-7912	bhaynes@bcianswers.com
Kelvin Blair	VP of Engineering	(601) 427-4209	kblair@bcianswers.com

Response Times:

Type of Outage	Description	Response time
Non-critical	Functionality is noticeably impaired, but most business operations continue	Phone: We will respond <i>within four hours during our normal office hours</i> (8am to 5pm CST, M-F – excluding holidays) Onsite: We will be onsite(if deemed necessary) <i>within two business days during our normal office hours</i> (8am to 5pm CST, M-F – excluding holidays)
Critical	Core business operations have halted	Phone: We will respond <i>within two hours 24x7x365</i> Onsite: We will be onsite (if deemed necessary) <i>within four hours 24x7x365</i>