

NEXSTOR SERVICE DESK

A single point of technical contact for all Nexstor customers



The Nexstor Service Desk has been established as a single point of technical contact for all Nexstor customers who have a support or third party maintenance contract with us.

The service desk can be contacted via a direct telephone number, Online Customer Portal or dedicated email address.

Nexstor's standard offering is available to all customer who purchase a support or 3rd party maintenance contract with us with this includes email support during

our core business hours, incident management and access to our online customer portal to log incidents, view the Knowledge Base and follow incidents.

We also offer additional packages, for those customers who require extra services.

Levels of Support Available

SUPPORT	BRONZE	SILVER	GOLD	PLATINUM/CLOUD
Email Support	•	•	•	•
In Hours Telephone Support	•	•	•	•
External Vendor Management	•	•	•	•
Incident Management	•	•	•	•
24 x 7 Customer Portal		•	•	•
Knowledge Base		•	•	•
Infrastructure Monitoring		•	•	•
SLA		•	•	•
Quarterly Reporting (on agreement)			•	
Preventative Maintenance			•	•
Patch Management			•	•
Out of Hours Telephone Support				•
In Hours On-Site Support				•
Monthly or Weekly Reporting (on agreement)				•

☎ 01623 705330

✉ sales@nexstor.co.uk

🖱 nexstor.com

📍 5 Acorn Business Park

Commercial Gate

Mansfield NG18 1EX

📍 All Elmbridge Court

Cheltenham Road East

Gloucester GL3 1JZ

nexstor



Our service desk team is experienced and technically certified, this enables us to resolve issues quickly, efficiently and transparently.

SERVICE DETAILS

- In hours telephone support between 08:00 & 18:00 (Monday to Friday).
- Calls received out of office hours from fully managed customers will be forwarded to Nexstor's out-of-hours on call technical engineer. Severity 1 issues will be handled in line with the Service Level Agreement, Severity 2-4 will be handled the following working day.
- Email support: Monitored between 08:00 & 18:00 (Monday to Friday).
- Emails received outside of office hours will be collected, however no action can be taken until the next working day.
- Incidents raised on the online customer portal outside of office hours will be logged, however no action can be taken until the next working day.

The Nexstor Service Desk will prioritise incidents based on a combination of the impact of the incident, and the urgency of the incident. At all times the Service Desk will be consistent in their application of severity levels, and will take into account local requirements stated at the time of reporting the incident. Nexstor Service Desk applies the following classifications to incidents:

- **Critical (Severity 1)** – Critical business outage. Production service is down with critical impact on business process.
- **High (Severity 2)** – Fault or outage causing degradation of performance such that normal business processes are hampered.
- **Medium (Severity 3)** – Minimal impact on business processes, small number of users affected.
- **Low (Severity 4)** – Low impact on business processes and Service requests.

SERVICE LEVEL CATEGORY	INCIDENT TARGET RESPONSE
Severity 1	Within 30 minutes (business hours) within 1 hour (out of hours)
Severity 2	Within 4 business hours
Severity 3	Within 8 business hours
Severity 4	Within 12 business hours

Support Desk Contact Information

Phone: 01623 343 001

Email: support@nexstor.co.uk

Customer portal: support.nexstor.co.uk

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