



We Make IT Work

WELCOME TO BRAVER

Monday - Friday, 8:00am-5:00pm EST | Emergency Support Available 24/7 via Phone

1st CONTACT YOUR OWN STAFF POINT PERSON

CONTACT BRAVER

- SUPPORT REQUESTS
Support@BraverTechnology.com
- SALES / ACCOUNT MANAGEMENT REQUESTS
Sales@BraverTechnology.com
- ADMIN / BILLING QUESTIONS
Admin@BraverTechnology.com
- PHONE: 508-824-2260

YOUR DIRECT KEY CONTACTS

- SERVICE MANAGER: Mike Tagliaferri
MTagliaferri@BraverTechnology.com
- SALES MANAGER: Shaun Burgess
SBurgess@BraverTechnology.com
- ADMIN / BILLING QUESTIONS: Jessica Bourque
JBourque@BraverTechnology.com
- ANY QUESTIONS OR COMMENTS: Kenny Rounds
KRounds@BraverTechnology.com

PRIORITIZATION POLICY

	SEVERITY <i>(People Related)</i>	IMPACT <i>(Business Related)</i>
LOW	<u>One user</u> or a <u>small group</u> of users is affected.	More of an irritation than a stoppage.
MEDIUM	<u>Whole department</u> or <u>large group</u> is affected.	Business is degraded, but there is a reasonable workaround.
HIGH	<u>Whole company</u> is affected.	Critical - Major business processes are stopped.

	HIGH SEVERITY	MEDIUM SEVERITY	LOW SEVERITY
HIGH IMPACT	Priority 1	Priority 2	Priority 2
MEDIUM IMPACT	Priority 2	Priority 3	Priority 3
LOW IMPACT	Priority 3	Priority 3	Priority 4

SAMPLE TICKET STRUCTURE

Status	Description
NEW	The ticket has been created.
ASSIGNED	WE'RE ON IT! The ticket has been reviewed and assigned to a technician to work on.
SCHEDULED	The ticket has been reviewed and a technician has been scheduled to work on it at a specific time and date.
WAITING ON CLIENT	The technician is waiting to hear back from the client.
FOLLOW-UP	ARE WE DONE YET? Notification to Client that we believe we are done with ticket. No response will automatically close ticket in two days.
COMPLETED AND CLOSED	The technician has resolved the ticket.