



We Make IT Work

WELCOME TO BRAVER

Monday - Friday, 7:00am-6:00pm 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. |