

SERIUN SERVICE DESK FACT SHEET: *FOR ALL YOUR IT NEEDS*



ALL THE HELP YOU NEED IN ONE PLACE

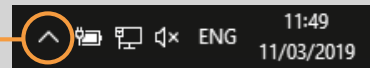
If you're experiencing any issue, you can contact our Service Desk Team in 3 ways:

1. e-mail: helpdesk@seriun.co.uk

When you send an email to our Service Desk, it goes straight to our Service Desk Manager who assigns an engineer to resolve the issue as soon as possible.

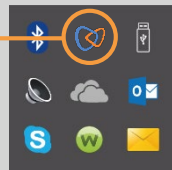
2. Raise a ticket through Seriun Endpoint Manager

Step 1 Left click on the **up** arrow (bottom right of task bar)

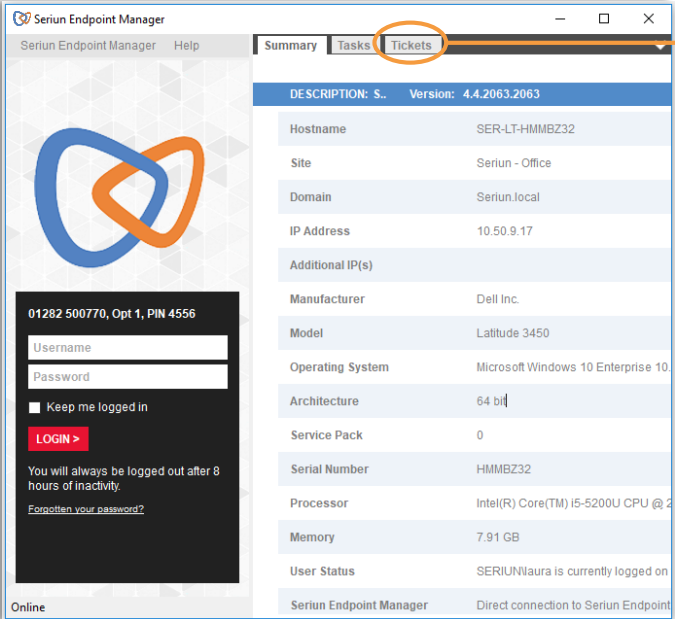


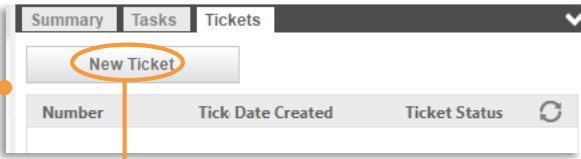
Step 2 Right click on the Seriun icon in the pop up

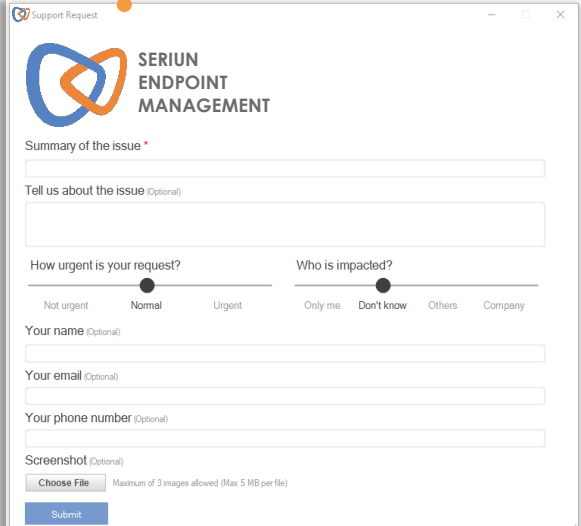
Then click **Open** to display the Seriun Endpoint Manager dialogue box (as pictured below 'A')



Step 3 Click the **Tickets** tab (A) and then **New Ticket** (B). This will display the Seriun Endpoint Management form (C) – where you will complete the details of your issue.

A 

B 

C 


3. Phone: 01282 500770

Help us serve you best by reserving calls to our service line for **urgent and time sensitive issues**.

Directions: When you call, you will need to press **Option 1** for IT and then enter **your PIN** (when prompted).









EXTENDED OPENING HOURS

As part of our drive to continuously improve our service, we are pleased to announce we are now offering **Extended Support Hours** as a Service – to help our customers deliver service excellence to their customers.



WORRY LESS,
FOCUS
MORE ON
DELIVERING
EXCEPTIONAL
SERVICE
TO YOUR
CUSTOMERS

EXTENDED HOURS

 Mo	07:30 to 22:00
 Tu	07:30 to 22:00
 We	07:30 to 22:00
 Th	07:30 to 22:00
 Fr	07:30 to 22:00
 Sa	08:30 to 12:30
 Su	08:30 to 12:30
 Bank Hol	08:30 to 12:30

Terms & conditions apply

There is a charge for this service, call us to enquire

OUR STANDARD OPERATIONAL HOURS ARE AS FOLLOWS:

Weekdays: 8:30am – 5:00pm

Weekends & bank holidays: Closed

MEET OUR KEY PERSONNEL



Justin Sherwood
Managing Director
MBA, MCSE, Diploma
(Digital Electronics)
Justin.Sherwood@seriun.co.uk

As co-founder with over 20 years' experience in IT, Justin is responsible for strategic direction, ensuring we deliver on our vision, while maintaining quality and continual improvement.



Richard Lee
Technical Director
BSc – MCP
Richard.Lee@seriun.co.uk

With over 18 years' experience Richard is the co-owner of Seriun. He is responsible for the technical architecture and implementation of new and existing infrastructure for our customers.



Mark Edwards
Operations Director
MCP
Mark.Edwards@seriun.co.uk

Mark is responsible for the service delivery of the Service Desk and Project teams including process improvement. He has 18 years' experience in IT and provides technical & strategic guidance to customers.



Matthew Whittaker
Service Desk Manager
MCP
Matthew.Whittaker@seriun.co.uk

Matthew is responsible for managing the day to day 1st and 2nd line Service Desk teams. He has 18 years' experience in IT, working throughout a range of industries with an intense passion for customer service.