

SERIUN SERVICE DESK FACT SHEET:  
FOR ALL YOUR IT NEEDS



# ALL THE HELP YOU NEED IN ONE PLACE

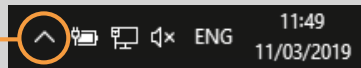
If you're experiencing any issue, you can contact our Service Desk Team in 3 ways:

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

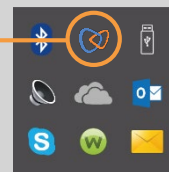
When you send an email to our Service Desk, it goes straight to our Service Desk Manager who assigns an engineer to resolve the issue as soon as possible.

## 2. Raise a ticket through Seriun Endpoint Manager

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

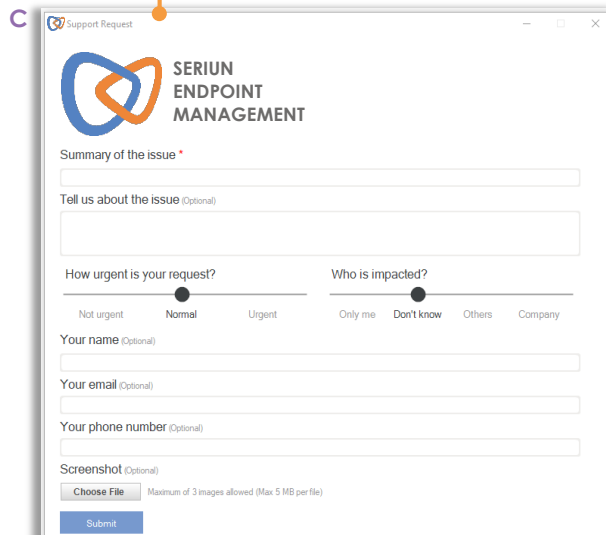
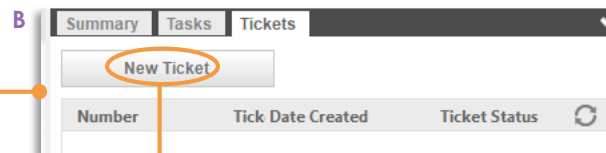
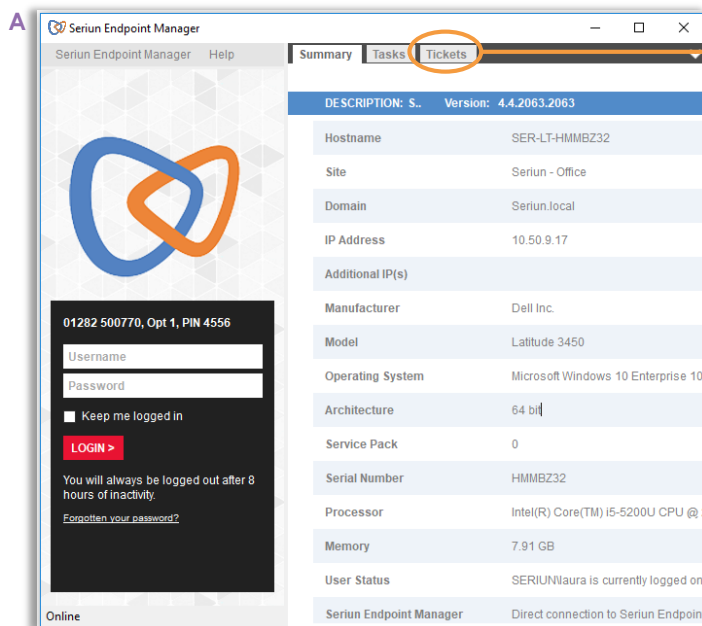


**Step 2** Right click on the Seriun icon in the pop up



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.




### 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**

<b>Mo</b>	07:30 to 22:00
<b>Tu</b>	07:30 to 22:00
<b>We</b>	07:30 to 22:00
<b>Th</b>	07:30 to 22:00
<b>Fr</b>	07:30 to 22:00
<b>Sa</b>	08:30 to 12:30
<b>Su</b>	08:30 to 12:30
<b>Bank Hol</b>	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](mailto: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](mailto: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](mailto: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](mailto:Matthew.Whittaker@seriun.co.uk)

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