



Keep your IT running  
**with Professional  
Service Incident Packs**



# Professional Support Incident Packs

**The Chess Professional Support Incident Packs is an IT support token service.**

It is your on-demand reactive support team, working as an extension of your organisation's own IT function, that seamlessly augments in-house technical support services, especially for end-user home worker support.

## Key Benefits to Your Organisation:

- **A scalable service** for multiple requirements including change requests
- **Improve IT service levels** and help optimise productivity
- **Peace of mind** as we manage IT incidents through to resolution within contracted service levels
- **Faster resolution** possible via our Enterprise remote management solution
- **Flexibility** with access highly skilled resources through a syndicated resource model
- **Greater visibility** with access to our customer portal for incident reporting and generating support tickets

# How do Professional Support Incident Packs help you?



## Flexible Support

Flexible support, when and as much as you need.



## Remote Support

Technical remote support service during business-critical periods.



## Service Protection

Continuation of service when your business depends on it most.



## Technical Teams

Our Technical teams can utilise remote support tools, ensuring fast resolution.



## Shared Knowledge

We share essential knowledge with you following the resolution of an incident.



## Range of Resources

Includes our entire platform of technical resource, delivering a vast array of services.

## Different Admin Options For Your Ease

Issues, incidents and requests can be logged via MyPortal, email or phone. These are then they are escalated to technical teams for support based on impact, severity and SLA.

# How do Professional Support Incident Packs work?

**Chess engineers will provide remote technical assistance on a prepaid token basis, allowing for additional resources to support with any challenges or issues you may be facing within your infrastructure.**

Because our support desks are multi-skilled, we can manage a diverse range of end-user queries without needing to send your staff on training courses.

Equally, because your calls go into our team, the end-users have a constantly high level of service that is not limited by the capacity of the internal team.

## No More Skill Gaps

For organisations where headcount is limited or temporarily unavailable, this is a perfect solution to meet the end-user support needs, especially if dealing with users who are working from home.

Chess also helps organisations to remove the need for recruitment, as you pay for the resources you need to keep your users operations.

# How does the token system work?

## You Are In Control

Buy as many tokens as you want and use them when you need to.

## Extended Use-by Date

The outstanding balance on your account does not expire for 12 months.

## Token Equivalent

Each token is equivalent of up to 30 minutes of IT experts' time resource.

<b>Engineer Grade / Working Hours</b>	<b>Rate Multiplier</b>	<b># of Tokens</b> (Competency Based)
<b>IT Level Engineer</b>		
Mon-Fri 8am-6pm	<b>Normal</b>	<b>2</b>
Sat-Sun 8am-6pm (including UK Bank Holidays)	<b>x2</b>	<b>4</b>
<b>IT Consultant</b>		
Mon-Fri 8am-6pm	<b>Normal</b>	<b>3</b>
Sat-Sun 8am-6pm (including UK Bank Holidays)	<b>n/a</b>	<b>n/a</b>

The table shows the number of tokens required for each hour of engineering time. The number of tokens varies depending on the skill level of the engineer and the day and time that the work is carried out.

Please bear in mind that cybersecurity engineering resource is charged bespoke. Please to your account manager for more details.

# Summary

A scalable and reactive service, Professional Support Incident Packs deliver cost-effective entry-level support by specialist engineers. The flexibility of our token service makes this a must-have choice.

With access to technical expertise when required, Chess engineers can investigate an issue and resume service within a timely fashion. Reducing downtime at a fraction of the cost of maintaining a full technical support team.

- High-quality support with flexible investment
- Fixed, transparent support costs
- Guaranteed response times
- Tokens can be used for other IT engineering services we provide

**Along with the wide range of other IT services we deliver, you could benefit from our experience in Public & Private Cloud, security and managed services, and connectivity.**

# About chess<sup>®</sup>

The logo icon for Chess, featuring three stylized spheres in blue, green, and orange, connected by thin lines, positioned to the right of the word 'chess'.

Chess is one of the UK's leading independent and trusted technology service providers, employing 300 skilled people across the UK, supporting over 20,000 organisations.

By leveraging world-class technology, Chess helps you to connect your people, protect your data, grow your business, reduce your costs and work better together, which means your business, your people and your customers can thrive. At Chess, we're passionate about our unique culture and our continuous investment in our people to be industry experts.

We're extremely proud that our people voted us No.1 in 'The Sunday Times 100 Best Companies to Work for' list 2018, and we continue to celebrate more than ten years in the top 100.






**We help you**

Work Better Together

## **Contact Our Team**

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