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## The heroic & responsive technical Support Promise



*A lot of providers say they will support you 24/7/365. The question is, how do they define 24/7/365 support?*

Usually, they're pretty loose with their interpretation of the phrase. Here at Ashaford Technical Solutions, it doesn't matter if it's 2PM or 2AM. You, your services and solutions will always be taken care of by people that know what they're doing.

We don't have one person answering your support tickets or a handful of non-experts manning the phones, we have over 37 experts available at all times to support your OS and hardware. You even have your own dedicated Ashaford Technical Solutions Support Team built around your technical and business needs. They perform as an extension of your business and make sure that we deliver on the heroic & responsive technical Support Promise.



### ***Our Commitment, Delivered.***

Heroic Technical Support, happens anytime, anywhere and any way imaginable at Ashaford Technical Solutions. It's the no excuses, no exceptions, can-do way of thinking that our employees bring to work every day. Your complete satisfaction is our sole ambition. Anything less is unacceptable.

Working hard 24/7/365 to support you is more than our job. It's who we are. Our driving purpose is to take care of your business technical operations, to make sure things go as smoothly as possible. And if for some reason they don't, you'll be surprised at the lengths we go to make things right. Any issue you have is quickly taken care of by your own expert Ashaford Technical Solutions Support Team, so you'll never have to worry about it again. Ever.

We cannot promise that hardware won't break, that software won't fail or that we will always be perfect. What we can promise is that if something goes wrong we will rise to the occasion, take action, resolve the issue and accept responsibility.

Just how far are we willing to go to make sure you experience Fanatical Support? Well, if we don't live up to The Fanatical Support Promise, we'll even let you leave Ashaford Technical Solutions before your commitment is up. But we're sure it will never come to that.

## **THE ELEMENTS OF HEROIC TECHNICAL SUPPORT**

– What You Can Expect from Us Every Day

Heroic technical support isn't just what we do. It's really what makes us, well, us. It's our drive to do better, everyday!

## Technical Support with a Difference

We'll put the pieces together for you, so that you can focus on generating income!

### RESPONSIVENESS

- Service will be provided by a support team that will be available to you 24/7/365
- We will be accessible to you by phone, on the web or onsite at all times
- We will take special care to assist with your urgent requests

### OWNERSHIP

- We will take personal responsibility for your hosted Ashaford Technical Solutions infrastructure
- We empower our employees to make decisions and take actions on your behalf
- A live escalation contact will be readily available to you at all times
- We will follow through on our commitments to you

### RESOURCEFULNESS

We employ creative and practical solutions for your hosting service, including items related to the network, hardware or operating system

### EXPERTISE

- We will have subject matter experts available that know how to identify problems and offer solutions
- Our support teams will provide advice to you about your Ashaford Technical Solutions environment based on industry and technology expertise

### TRANSPARENCY

- We actively listen and provide you with direct and individualized communications
- Our communications and conversations are not scripted, but are personal responses addressing your specific needs
- Our answers to your questions will be straightforward and honest and we will not avoid tough questions

## Just how far are we willing to go to make sure you receive Heroic Technical Support?

Well, if we don't live up to our pledge of heroic & responsive technical support, we'll even let you leave Ashaford Technical Solutions before your commitment is up. But we're sure it will never come to that.

WHAT OUR  
CUSTOMERS  
ARE SAYING

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*Ashaford Technical Solutions has always been there for us to assist with all our needs, quick and prompt, the way we expected to be helped with all our critical tasks and getting the job done. Every person i have ever spoken with has been professional, friendly and most knowledgeable. I would recommend Ashaford Technical Solutions to anyone as their heroic technical support and customer service is truly heroic. I give them 13 out of 10! thanks Ashaford Technical Solutions....*

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