

Welcome Aboard!

Welcome to Xecunet Managed Services. We view our relationship with our customers as a partnership. Please do not hesitate to call on us for assistance with any problems you may have. We are here to help!

Please take a moment to familiarize yourself with the following onboarding information:



The Facts on DACS

As part of the onboarding process, Xecunet will place a label in a conspicuous place on your managed devices. This label is referred to as a DACS (*DACKS*) ID. A DACS ID is unique to this equipment and will follow it throughout the entire hardware lifecycle.



DACS is an acronym for **Data Access Control System**. Our DACS system has been created specifically to manage notes, history, and information as it relates to each particular piece of equipment that we manage for your organization.

It is highly recommended that when contacting support you reference the DACS ID that is on your computer. This will allow our Support Engineers to quickly reference the notes for the particular computer or device you are experiencing problems with. If your computer's DACS label was accidentally removed or lost, please let us know as soon as possible so we can get a replacement label placed on the workstation or server. If you don't have your DACS ID handy we also keep basic information on the user or location of the workstation such as "*Wendy's accounting laptop.*" Since employees can change, it is a good idea to only use the description as a last resort.

Customer Care Calls

Routinely you will receive a call from a customer care representative. The purpose of this call is to ensure that you are happy with the services Xecunet provides. We urge you to participate in these calls as it assists us in providing you with the best service possible.

How can we help?

Xecunet Support Engineers have years of experience handling the types of computer problems you may be having.

- Issues with e-mail
- Assistance with Microsoft Office issues
- Vendor Management (ISP, VoIP, etc)
- Computer slowness & reboots
- Printing/Scanning issues
- WiFi problems
- Network Issues
- New Computer Purchases/Setup
- Firewall/Security Issues
- New employee technology onboarding

Xecunet installs agent software on each computer that allows us to gain access remotely to assist you with any issue you may be having.

Behind the scenes Xecunet support engineers are also taking care of server and workstation patch management, antivirus/malware, updates and upgrades. Typically, we perform these updates in the evening hours or weekends to minimize any disruption to your business. **It is very important that you leave your computers on when you leave for the day so we can perform this maintenance.**

Your vCIO

All Xecunet managed services customers are provided with a vCIO (Virtual Chief Information Officer). The role of your vCIO is to help you with the business, infrastructure, and logistics side of IT. Your vCIO can help you with purchasing, lifecycle management, new software purchases, and assistance with the selection of industry-specific software that can help your business grow.

Calls with your vCIO are scheduled for once a quarter, but you may contact them at any time for guidance, advice, or project help.



Customer Support Options



E-Mail

For non-urgent requests, we recommend e-mailing Xecunet support at **support@xecu.net**. Xecunet requires customers to authenticate their e-mail address before tickets will show up in our ticketing system. If this is your first time sending an e-mail to our ticketing system, you will immediately receive an e-mail from us confirming your address.

Once your e-mail address is authenticated you will be assigned a ticket number and gain access to our support portal where you can view and update your ticket. Xecunet commits to responding to tickets within 8 hours, although, they are typically handled much more quickly.

If you are having an IT emergency or need urgent assistance, please call us.

Live Chat

Live chat is available via our web page at www.xecu.net. While we frequently staff this method of contact, telephone calls will take precedence. Please keep this in mind if you have an urgent support issue.

On-Site Support

If there is ever an emergency or an issue that we cannot solve remotely, we will dispatch a Support Engineer to your location. We also routinely send Support Engineers on-site to talk with staff members and perform maintenance tasks on servers and workstations.

Telephone Support

Standard Technical Support is available 7 days a week from 7:30am to 12am. Emergency support is available 24x7. It is important that you select the appropriate department when you call support to ensure your call will be routed to a Support Engineer. Calling another department, or the operator, will only delay your call.

Local: 301-682-9972
Toll Free: 1-877-XECUNET (1-877-932-8638)
Support Fax: 240-215-0347

Regardless of how you choose to utilize support, a ticket will always be created so you can track the status of your support request online and through e-mail.

Billing Questions

Xecunet will bill you for Managed Services soon after your services begin. Your first invoice will be a prorated invoice and due upon receipt. All other invoices will be sent out approximately 28 days in advance and will be due on the first of the month.

You may also receive separate invoices from time to time for special projects, new hardware, or labor that is outside the scope of your managed IT services agreement. We will always notify you and send a quote before we perform any services that will result in additional charges. These invoices will be due at the time of service unless you have credit terms previously set up.

By default all invoices are sent via e-mail. You may request a paper invoice, but a service fee of \$1 applies.

If you have questions about your bill, you may e-mail **billing@xecu.net** or call us at 301-682-9972.

