



GETTING THE MOST OUT OF YOUR TECHNOLOGY

*Your Essential Guide to Getting
Amazing Service & Support for
your IT Infrastructure*

A QUICK NOTE FROM JOHN MAGUIRE

Well hello there!

My team and I are super excited to be working with you 😊

As you'll come to learn, here at Magoo & Associates we LOVE Technology!
(yup, we're geeks).

And, we LOVE helping people!

(watch for the smile on our face when we help you solve a technical challenge).

So, our mission is simple...

To help you and your team be highly profitable, wildly innovative & stupidly efficient by implementing and learning how to use the latest and greatest Technology to help power your business!

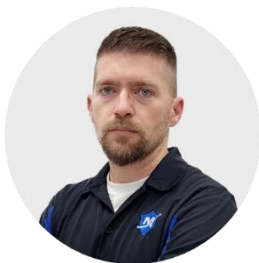
You might think it's weird, but we honestly wake up every day excited to help businesses like yours better use all the amazing Technology that exists out there!

As part of that, this short guide will arm you with all the information you need to get the most out of working with us.

I encourage you to take 5-10 minutes to read through it now so that when you do need our help – you'll know how to best get it!

We're looking forward to working with you!





Cheers,



John Maguire

HOW CAN I GET FAST SUPPORT?

The first question you might have when working with us is.. **How do I Get Fast Support**, so here's our recommended ways 🤖

	<h2>USING OUR PORTAL: SUPPORT.MAGOO.TECH</h2> <p>This is the BEST and fastest way to get Help 🤖</p> <p>Simply go to support.magoo.tech in your browser and login with your company email account. If you use Gmail or Microsoft, it's a single click.</p>
	<h2>BY SENDING US AN EMAIL</h2> <p>If you'd prefer email, simply shoot us an email to support@magoo.tech</p> <p>This will automatically pop-up in our system and we'll work on to it as soon as possible. You'll get an automated reply confirming we've got it!</p>
	<h2>BY CALLING US</h2> <p>You can call us 24 x 7 x 365 on 1-844-624-6672 whenever you need help.</p> <p>If you need help URGENTLY, make sure you call us rather than use any of the other methods.</p>
	<h2>BY CHATTING WITH US</h2> <p>Our support team is also available 24x7x365 via chat or text messaging if you prefer. After hour fee's may be applicable based on your plan.</p> <p>Simply click on the CHAT icon on our website or text us at 1-844-624-6672 and you'll be able to start a CHAT request with one of our team!</p>

HOW FAST WILL YOU RESPOND? (OPTION 1)

One of the things we pride ourselves on is making sure a Trained technician answers all of your calls within **60 seconds** (or less 😊). We constantly monitor our response times and have met our goal of 12 second response for the last five years (1,825 days to be exact).

24 hours a day, 7 days a week, 365 days a year.

Our front line team are continually monitoring our Support Request System and are standing by on the phones waiting for your call.

The first person you speak when you call us will likely be from our **Front-Line Helpdesk Team**.

They will triage and work through your query as quick as possible and you'll find that around 80% of your requests will be solved by our **Front-Line Helpdesk Team** (you will get to know them by name).

Occasionally though (the other 10% of the time), our **Front-Line Team** will need to escalate an advanced or particularly challenging issue internally to our **Senior Engineers**. We'll let you know if that happens.



IMPORTANT NOTE



If you send messages to our **Direct Email Addresses, Cell Phones**, or unsupported channels, this will very likely slow our response times down because we've built our processes to be quickest & most reliable when you use the methods above.

HOW DO I ESCALATE SOMETHING?

Whilst we strive to exceed your expectations all the time, we're not arrogant enough to think that it's possible to be 100% perfect 100% of the time.

We are humans after all 🙄

So, if you ever have a situation where you feel we're not handling your request as well as we could be, you can Escalate that issue...



Right up to the “big boss” if you'd like!

Here's the order of escalation contacts and their direct contact details:

ESCALATION CONTACTS	
1. Account Manager:	Curt Campbell Phone: 1-844-624-6672 Ext 115 Email: 115@magoo.tech
2. Account Manager	Cyrus Tribby Phone: 1-844-624-6672 Ext 502 Email: 502@magoo.tech
3. Senior Engineer	Landon Maguire Phone: 1-844-624-6672 Ext 102 Email: 102@magoo.tech
4. CEO/ CIO	John Maguire Phone: 1-844-624-6672 Ext 100 Email: 100@magoo.tech

As you'll come to notice (& love), our team is extremely professional, highly efficient and very capable, so hopefully you'll never need to use this process.

However, you now know that if the rare occasion pops-ups where we do miss your expectations, there's an easy way for you to let us know so we can fix it ASAP!

If we ever do make a mistake, you can count on us to 100% own up to it.

WHAT CAN WE HELP WITH?

We're not just Computer People 🤖

We can also help you out with most Technology things related to your business.

Here's a list of some of the services we can help with:

- ✓ Office 365 / Microsoft 365
- ✓ Microsoft Azure & Cloud Hosting
- ✓ Hardware & Software Procurement
- ✓ Software Licensing
- ✓ Internet & Private Data Connections
- ✓ VoIP / SIP Trunking & Telephone
- ✓ Hosted Phone Systems
- ✓ On-Premise Phone Systems
- ✓ Website Hosting
- ✓ Penetration Testing
- ✓ Project Planning
- ✓ Procurement
- ✓ Cybersecurity
- ✓ IT Budgeting (create yours)
- ✓ IT Consulting
- ✓ IT Strategic Planning
- ✓ Disaster Recovery Planning
- ✓ Business Continuity Planning
- ✓ DNS / Domain Name Hosting
- ✓ Domain Name Renewals
- ✓ Physical Network Construction

Plus, we have a network of **Trusted Partners** for services like Accounting, Legal Services, Marketing, Cyber Insurance and much more, so if you're looking for something not on this list – get in touch with us via your **Account Manager** to find out whether we can help you or point you in the right direction!

BUSINESS IMPROVEMENT PROJECTS

One of our areas of genius is working out how businesses like yours can better use **Technology** to solve **Business Problems**.

So, whenever you have a challenge in your business that you're struggling to find an answer for – simply pick up the phone and give your **Account Manager** a call.

There's a **VERY** good chance we'll be able to help you find a creative way to solve your challenge, often using a mixture of **Business Consulting** and **Technology**.



A perfect example of where we can usually find efficiencies and automated ways to do things is wherever you use Microsoft Excel. We can often find ways to automate this stuff and help you build out business dashboards to better manage your numbers.

We honestly **LOVE** solving challenges like this so we can help you be more Profitable, more Innovative and more Efficient by using Technology 🤖

ROADS FREQUENTLY TRAVELED

There's a bazillion different types of Technology out there in the world.

Which makes it **impossible** for anyone to keep up with it all.

So, to make sure we can deliver world-class, fast, amazing service – we tend to use tried and true technology that is cost effective, proven, and commonly supported. Don't worry, we won't make you change your technology. It may just take us a minute to build out additional documentation.



During your onboarding process, we collected disclosed software and vendors your business currently uses. We use this information to work hand-in-hand with your 3rd party vendors to ensure your business is supported.

THE RECOMMENDED LIST

- ✓ Microsoft 365
- ✓ Microsoft Azure
- ✓ Microsoft Servers
- ✓ Microsoft Hyper-V
- ✓ Amazon AWS/ LightSail
- ✓ Apple/ Mac Products
- ✓ Linux Workstation
- ✓ Brother Printers
- ✓ Unifi/ Grand stream Access Points
- ✓ Cisco/ Sonicwall Router & Firewalls
- ✓ Microsoft Windows 10 and Above
- ✓ 3CX Phone Systems
- ✓ Yealink / Grandstream Phones
- ✓ Intuit Quickbooks/ Peachtree
- ✓ Most CAD Software
- ✓ MS SQL Databases
- ✓ MORE

Since we can't automatically update this physical manual in your hands, please contact your account manager to schedule a 1:1 call with an Engineer, for a 100% answer.

THIRD PARTY VENDORS

Whilst we work hard to stay trained and up to date in all of the above Technology, we know that from time to time, you'll need help with something that's not on the list.

When this happens, just bear in mind that it may take us some extra time to familiarize ourselves with supporting that product.

But take solace that we are still world class at troubleshooting other products, so we'll be able to work it out!

Also, please keep in mind that whilst we may be able to purchase items from other vendors that we don't list above, any support may end up being **Out of Scope** for your **Fixed Fee Support Agreement** and incur some extra costs.

We'll always let you know beforehand though 😊

YOUR CONTACTS

YOUR ACCOUNT MANAGER

When your business starts work with us, we assign you an **Account Manager**.

Your **Account Manager** is who you should call for any questions about your business and all account level discussions.

Whenever you need to talk to someone about your future plans, your budgeting, upcoming projects or anything else related to your IT Infrastructure, get in touch with your Account Manager.

Your **Account Manager** will also be the person who will be working with you on your Regular Technology Business Reviews (TBRs for short).

More about them soon 😊



There's no need to get in touch with your **Account Manager** for Helpdesk Support or Service Requests as they'll simply tell you to get in touch with the Helpdesk team directly for the fastest help and quickest response!

YOUR PRIMARY IT CONTACT/S

As part of your Onboarding, we asked you to appoint a **Primary IT Contact** from your site (or sometimes a few). Discuss other access levels with your Account Manager.

Your **Primary IT Contact/s** are the ones authorized to make changes and purchases on your Account and are who we send important information to.

If you're not the Primary IT Contact in your business, then it's best to speak to them whenever you have a request that includes adding / editing or deleting users or data as they'll need to authorize it first.

We have this security in place for your protection as we wouldn't want to give a new user your confidential data if they don't have authority to have access.

YOUR ACCOUNTS CONTACTS

If you ever need any help with any Accounting Issues (such as needing copies of Invoices etc), simply shoot an email to finance@magoo.tech and our friendly Accounts team will help you out.

You can also call them on 1-844-624-6672 – they're available during business hours Mon - Fri.

Depending on your access level, you can also login to your Client Portal at <https://support.magoo.tech> to be able to pay or download any Invoices you might need.



HOW DO I ORDER HARDWARE OR SOFTWARE?

Whenever you need any new equipment or software, we've got you covered 😊

We have a dedicated Procurement and Ordering system designed to take the hassle and pain out of the process whenever you need to order anything.

SMALLER ORDERS

If it's for a small order such as a few new computers or laptops – simply give us a call at 1-844-624-6672 or shoot us an email to sales@magoo.tech and we'll send you back a Quote. We aim to get all quotes back to you within 4 business hours 🕒, but sometimes it takes special eyes to ensure compatibility.

LARGER ORDERS

If your order is large or it's for a project (like a migration an office move), then it's best to speak to your **Account Manager** so they can make sure to align everything up properly for you. In most cases, we will leverage our partners for best pricing.

They'll work to get you an official Fixed Fee Proposal to cover everything you need!

APPROVING AND PAYING

We'll typically send you your quotes & proposals using our web based quote delivery system by email. You can also view them within your client portal.

To approve the proposal, enter a little information and digitally sign.

We have a system in the back-end that alerts us as soon as it's approved and we jump on to getting the goods ordered ready for you ASAP! We'll even handle processing payment with your designated payment method.

WHAT ABOUT OUT OF STOCK ITEMS?

If something is in stock, we'll normally be able to get it delivered to you within 1-2 business days after successful payment.

If it's out of stock, our **Procurement Team** will keep you up to date with estimates on when it's due to arrive.

If our distributors tell us that it's going to be out of stock for a while, we'll work with you to find some alternatives (especially if it's something you need quickly).

CREDIT ACCOUNTS

Currently, we don't offer Credit Terms or Credit Accounts because quite frankly, we're not very good at being a bank. We're far better off at helping you with Technology and we choose to focus on that instead.

If you are looking for credit for large changes, your Account Manager can leverage our partners to assist you with 1:1 financing or leasing options 🤖

SOME MORE IMPORTANT BITS

Here's a few more important bits of information to help you better understand and navigate the crazy Technology world and some of the terminology we may use when we're talking to you!

SECURITY VS USABILITY

In the Technology world, there's an ongoing battle between **Security** vs **Usability**.

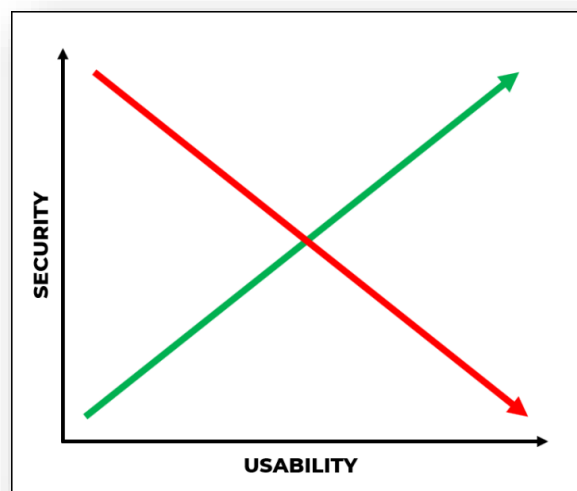
Every day, there are millions of hackers around the world, trying to break into networks like yours. There's literally high-rise buildings full of these hackers in a growing list of countries like Russia, China, Turkey, etc.

And, the best way to defend against them is to **NOT** use Technology at all.

But that wouldn't be fun, right? 🙄

The problem with Technology though is that typically, the more **Secure** your systems, the harder they become to use!

On a graph, it looks a little like this:



So, please know that we do our very best to make your business as secure as we can with the budgets you give us to work with. And, at the same time we also try to make things as easy to use as possible, while keeping security as high as we can.

You might notice this in things like our strong recommendation that every single user uses **2-Factor Authentication**.

We know it can be painful to use because we protect 100% of our systems with it. To combat this pain, we provide *fast* support so it has less impact on your business.

However, turning it on, can help block LOTS of the most common hacking attempts that are happening on your network to help keep your data safe.

We error on the side of high security, but we also aim to for easy usability 🤪

IN SCOPE VS OUT-OF-SCOPE

If you've ever been to an All-You-Can-Eat Buffet, you'll know that you're able to eat as much of anything that's out on the buffet's as possible.

However, if you'd like something that's **NOT** on the menu – then you have to **pay for it separately**.

Our Fixed Fee IT Agreements and Fixed Fee Projects work in the exact same way.

That means, that you can have as **MUCH** as you like of anything that we cover in our **Plan Comparison Guide** for your Agreement or in the **Scope of Works** of a Project.

(just like you can eat as much Sweet 'n' Sour pork on the buffet)

And, when you need something that's **not** on the list, we will simply quote you a separate **Fixed Fee Quote** so you can work out whether you want to go ahead with it or not.

We call this whole conversation **IN-SCOPE** and **OUT-OF-SCOPE**. We try to provide most common **OUT-OF-SCOPE** services in our plan comparison guide. You will see these as “available” or “add-on-services”.

And, whilst we have worked hard to build an offering where pretty much *everything* you will need in the day-to-day operation of your business will be included **IN-SCOPE** – you might find from time to time that there will be things that are **OUT-OF-SCOPE**.

This includes projects or tickets that exceed (#1) 5 or more hours; (#2), 5 or more processes; and (#3), effect 5 or more people. We call this the 3 rules of 5. By classifying the request as a project, you get additional team members (project manager(s)) to oversee the process while ensuring that proper documentation is completed for the changes to your environment.

If we were to include absolutely everything **IN-SCOPE** – we'd end up going out of business, just like a buffet restaurant would if they included everything possible.



If you're unsure if something's included or excluded, either check your **Plan Comparison** with your **Agreement**, simply give your Account Manager a call!

SCHEDULED MAINTENANCE & AUDITS

If you've ever owned a vehicle, you probably understand preventative maintenance. Oil changes, vehicle inspections, and tires are just a few of the items maintained on your vehicle to keep it safe and reliable. Without this, you may never get to work on-time.



Just like you schedule maintenance on your vehicle, we conduct preventative maintenance and inspections on your IT systems to ensure your business technology is safe, secure and reliable.

Based on your needs, we will reach out to your primary IT contact to schedule your maintenance and audits at a time that is **most** convenient for your business. Once complete, we will reach back to give you a recap of our findings and if we uncovered any problem areas.

We generally conduct our maintenance items after hours as they commonly include outages for servers and network infrastructure firmware and security updates.

SERVER & NETWORK MONITORING

We like to know about things prior to being issues. That's why we monitor the status of your network connections, critical systems, and servers. In most cases, we can identify and fix problems before they become **BIG** issues. If your internet goes out over the weekend, we will notify and work with you to resolve the issue. Let's face it, Mondays are stressful enough.



After Hours Contact(s)

Make sure your Primary IT Contact/s cellphone number is updated with us. We'll reach out if something goes wrong, or we detect issues after hours and on weekends. It's better to learn about problems earlier than later.

IT TAKES A VILLAGE...

You may have heard the proverb "it takes a village to raise a child". This theory holds true when maintaining and protecting your business IT systems. Just like a hospital, your IT team has generalists and specialists. Based on your service plan, you have access to a growing list of specialists that focus on Cyber Security (Chief Information Security Officer) and Enterprise Goals (Chief Information Officer). Contact your Account Manager to schedule a meeting with your specialists when needed. Your account manager will have updated resources and contacts to ensure **ALL your business technology needs are met.**