



Your office computer and network systems are an integral part of your daily work and you need them operating well to conduct your business. Emissary has worked with companies like yours since 1997 and we will work with you to develop support processes which are appropriate to your unique office and networking environment.

We are looking forward to this opportunity to work together with you and to put our experience at your disposal.

Supporting You – How We Do **IT**

We incorporate the following into our support of your office:

- Your IT Support Team and Support Coordinator will be introduced to you
- We request that a company liaison from your office be assigned as our main contact person
- An Emissary contact procedure will be provided
- An Initial IT Assessment will be planned
- Comprehensive IT support documentation will be created
- Remote support procedures will be implemented
- On-site visits will be planned when required

Your IT Support Team

The Emissary IT Support Team consists of a group of talented IT professionals. One of our IT Support Engineers will be assigned the role of “Support Coordinator” and will be your primary contact at Emissary. The support coordinator will be responsible for coordinating your IT support with Emissary resources.

Our focus is on providing fast and reliable support to your desktop via our remote support processes. Our Remote Support Engineers are your first line of assistance. They will help you via email, on the phone and by connecting to your workstation when needed. They will also monitor and perform regular preventative maintenance on your network infrastructure including servers and firewalls. Our experience has shown over 85% of difficulties can be solved remotely.

We recognize that there are times when you need somebody on-site, especially when hardware is involved. When that happens, our remote support team will engage an On-site IT technician who will be dispatched to your office. In addition to be talented IT problem solvers, they are the Hands & Eyes of our remote support team.

Working together the Emissary IT Support Team will keep your network running smoothly and respond quickly to critical issues.

We ask that all email correspondence be copied to emissary-itsupport@emissary.co.jp so that your client support team has full access to all relevant information. This practice also allows us to monitor our response to your issues.

The Emissary Approach to Supporting You

Email Support

Any member of your staff can email your client support team. We suggest that you ask your staff to copy both your Emissary Liaison and the Emissary ITS email account (emissary-itsupport@emissary.co.jp) on all email. Our experience has shown that this policy ensures that everyone involved in the support process is aware of any problems or issues that have arisen.

Contact Information:



Email support should be used for all issues. It is the best way to give Emissary detailed descriptions of requests, problems and status. Our IT Support Team accesses email throughout the day so any requests can be responded to quickly.

You can also report a problem by using the Emissary Client Support Request Form found on our website at <http://www.emissary.co.jp/ClientSupportRequest>.

Telephone Support

For urgent or time critical issues telephone support should also be used. We ask that your Emissary Liaison be the first person to contact the support coordinator by telephone. We ask this so that any issues which affect multiple users can be collated into a single support request.

Once a dialogue has begun between the user and the support coordinator it is not necessary for the contact person to act as an intermediary, however they will still be copied on all email correspondence.

Note: Emissary uses a voicemail system which forwards all messages to the mobile phones of all members of the IT Support Team. Personal mobile phone numbers are not provided to clients. We only guarantee telephone support during Emissary working hours.

Remote Support

Remote Support tools have reached the point where accessing your workstation over a secure network and providing help from afar is almost the same as sitting there beside you.

We plan to implement Remote Support at your office so that we can, with your approval, remotely access your computer and show you how to do something or make simple configuration changes. Our goal is to implement these kinds of changes remotely in order to minimize response time.

We are also able to securely access your network infrastructure (servers, firewall, etc.) in order to monitor your systems and to perform preventative maintenance. We are also able to remotely manage any cloud based services that you subscribe to.

Note: We can only remotely access your workstation with your full cooperation and approval. We will not remotely access your computer without your knowledge.

Site Visits

We realize that we cannot do everything remotely. We will always need “feet on the ground” and “hands & eyes” in your office to do those things that cannot be done remotely. Our answer is to dispatch an Emissary IT Field Technician when required. They will be able to work together with you and our remote support team to solve the emergency that brought them there.

We may also plan scheduled visits to your office by the IT Field Technician. The primary purpose of these visits is to proactively prevent problems from occurring, however they can also be called upon to assist with non-urgent matters and small projects such as new computer installations.

We ask that your Emissary Liaison send us a report of any non-urgent issues that have been reported 48 hours before a scheduled site visit. We will then prepare any software required or perform any needed research before going to your office.

Contact Information: