

We Treat Your Data Like Our Own

When KeepItSafe® says that we fully manage and monitor your critical business data, we're committing to protecting your data as if it were our own. Our customer support is grounded in four standing principles:

Reliability

KeepItSafe strives to provide the best customer service in the industry, supplying all customers with complimentary online support, specifically including:



- ✓ Fully trained and certified technicians
- ✓ 24/7 customer support
- ✓ 99% of emails answered by the next business day
- ✓ 95% of phone calls answered within three minutes
- ✓ Proactive reporting
- ✓ Advanced technology to offer the best options for your support needs
- ✓ ISO-certification for security and peace of mind

Process

KeepItSafe ticketing systems are designed to minimize response time and maximize efficiency:



- ✓ Your ticket is integrated into KeepItSafe's tracking system and assigned to technicians for response and resolution.
- ✓ Your ticket is resolved in accordance with KeepItSafe Service Level Agreement (SLA) commitments.
- ✓ You are kept informed of progress and your ticket is updated consistently.
- ✓ Matters are considered resolved when you and the service provider agree that the problem is fixed or a service has been provided.

Escalation

KeepItSafe uses a three-tier escalation process, insulating key stakeholders against premature or unnecessary entanglement. Should a ticket be unresolved at the Tier 1 support level:



- ✔ It is escalated to a Tier 2 support technician, who gives both the ticket and customer a new time-frame for resolution.
- ✔ Complex matters are escalated to our Tier 3 support level engineers.
- ✔ Tickets unresolved after five days are automatically escalated to the KeepItSafe IT Support Manager, who is responsible for handling high-priority support issues with efficiency, tact, and expediency.

Measurement and Performance

We measure success by our ability to provide reliable and credible information to customers. Results are ensured through the following performance methodology:



- ✔ Call and ticket monitoring
- ✔ Case progress evaluation
- ✔ Established internal SLAs and performance-measuring
- ✔ ITIL checks and balances to help close gaps
- ✔ Automated alerts and notifications to keep our teams exceeding performance expectations
- ✔ Quality benchmarks and measurable team goals

Please remember that KeepItSafe is here to serve you, and that we are never satisfied until you are. You may reach our support team at any time by calling **888 965 9988**, or emailing us at **support@keepitsafe.com**.