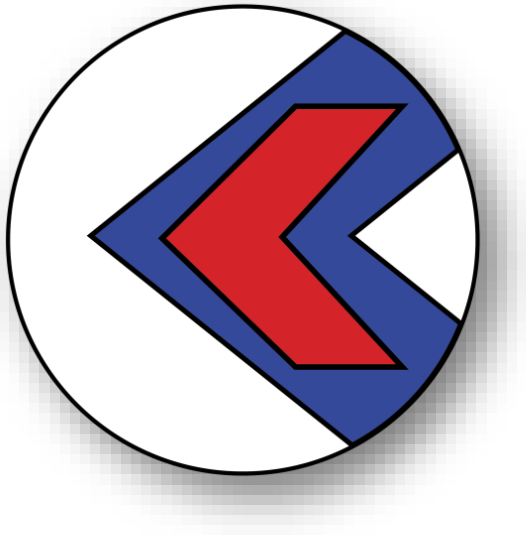
# HOW TO WORK WITH COMPUTER TIES



# COMPUTER TIES, LLC.

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JACKSON, MI 49202

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Computer Ties provides structured, professional IT support for businesses, municipalities, and public safety organizations throughout Jackson County and surrounding areas. Our approach emphasizes clear communication, proper authorization, and consistent service delivery.

This guide explains how to engage with Computer Ties, how requests are handled, and what to expect throughout the support process.

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# Contacting Computer Ties

We offer multiple ways to contact our team depending on the nature of your request.

For most requests, we recommend submitting a ticket through our website or emailing **helpdesk@computer-ties.com**. These methods allow us to efficiently track, assign, and document your request.

Phone support is always available. If an issue is time-sensitive or business-impacting, calling is strongly encouraged. You may contact the help desk directly at **517-905-3168**, which bypasses the phone tree and connects you straight to the help desk. For urgent calls, our team will create the support ticket on your behalf to ensure the request is properly logged and addressed as quickly as possible.

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# Tickets and Request Tracking

All work performed by Computer Ties is tracked through our ticketing system. Tickets allow us to route requests to the appropriate technician, maintain documentation, and ensure accountability.

Even when you contact us by phone, a ticket is created so the request can be properly tracked from start to finish. This helps ensure continuity and clear communication throughout the process.

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## Authorization and Approvals

To protect both your organization and ours, authorization is required for any work that incurs additional cost.

Customers may either authorize all employees to approve work or provide a list of individuals who are permitted to approve billable services. Approval may be given verbally or in writing and is documented in the ticket.

Materials are never added without approval.

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## Review, Scope, and Planning

Once a request is received, it is reviewed to determine scope, complexity, and the most appropriate method of resolution. This includes evaluating whether the work can be completed remotely or requires an on-site visit.

For larger efforts, estimates are typically provided before work begins. Planning remains intentionally flexible to accommodate real-world conditions and evolving requirements.

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## Scheduling and Availability

Computer Ties maintains defined service windows while remaining flexible to client needs.

- **Help Desk Hours:** 7:30 AM to 5:00 PM
- **On-Site Road Appointments:** 8:00 AM to 4:00 PM
- **Hardware Department:** 9:00 AM to 6:00 PM
- **Emergency Line:** Available 24/7

All standard service hours are **Monday through Friday**, apart from the emergency line. After-hours work is performed only upon request or approval and is scheduled to minimize disruption whenever possible.

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## Work Execution

Our technicians follow documented standards and checklists to ensure consistent, secure results. Work may include diagnostics, configuration changes, updates, or coordination with approved vendors or partners.

Security, system stability, and long-term reliability are always prioritized during service delivery.

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## Changes During Work

Occasionally, a task may expand beyond the original expectation. If a technician determines that work will become a larger effort than anticipated, the customer is informed before proceeding.

Materials always require approval before being added. Additional labor may continue with clear communication to avoid unnecessary delays. Changes are never made without customer awareness.

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## Communication During Service

We maintain practical, clear communication throughout the lifecycle of a request. Updates are provided as needed, and clarification is requested when required to move work forward.

We avoid artificial update schedules and focus instead on meaningful communication tied to the work being performed.

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## Completion and Documentation

When work is completed, the ticket is updated with a clear summary of actions taken. Relevant notes and recommendations are documented and retained for future reference, helping ensure consistency and continuity for ongoing support.

## Customer Portal Access

Depending on role and permissions, customers may have access to a portal that provides visibility into items such as tickets, invoices, assets, and service history.

Access levels vary by organization and user role.

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## Billing Overview

Billing is handled according to your service agreement and the nature of the work performed. Some services may be included under a managed agreement, while other work may be billed separately.

Projects are typically estimated and billed based on actual time. Pricing details and disclaimers are provided outside this guide.

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## Partner and Vendor Coordination

When additional services are required, Computer Ties may coordinate with trusted partners. Partner involvement occurs only with customer approval, and Computer Ties acts as the primary coordinator.

Partner services are typically billed separately.

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## New Customers and Transitions

For new customers or environments transitioning from another provider, additional preparation may be required. This often includes providing a “run book” from the current or previous provider.

Preparation time can vary depending on the other vendor, but this process helps ensure a smooth, secure transition.

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## Government and Public Safety Clients

Computer Ties supports government, municipal, and public safety organizations using CJIS-aligned practices. These environments emphasize controlled access, documented approvals, and security-focused procedures.

Separate documentation may apply for these engagements.

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## What We Ask From Our Clients

To ensure efficient service, we ask that clients use official contact methods, keep approval lists current, and provide timely responses when clarification or approval is needed. Maintaining a primary point of contact helps streamline communication.

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## Our Commitment

Computer Ties is committed to reliable IT operations, clear documentation, security-first decision making, and long-term partnerships built on trust.

If you have questions about a request, a recommendation, or how to engage us for new work, our team is always available to help.