

# Saxons Client Onboarding Guide



**1300 SAXONS (1300 729 667)**  
**[support@saxonsit.com.au](mailto:support@saxonsit.com.au)**

# The process so far

## Getting started with Saxons IT Solutions



We've looked into your systems, networks, storage and hardware.



We've been planning your new environment and improving your security.



We've started implementing your new IT environment.



We're monitoring your IT system and supporting your users.

# Supporting you at work



## YOUR SUPPORT NETWORK

Saxons IT takes pride in its staff, their skills and their level of commitment. Our account managers and technicians are experienced and qualified to deliver the highest standard of support.



## SERVICE LEVEL AGREEMENT

We offer a guaranteed 60 minute response time to calls, emails and live chat within business hours, and 30 minutes for critical calls within business hours. We have a same day/next day response time if required on site (excluding travel time) and we conduct 24/7 Remote Network Monitoring.



## COMMUNICATION

We've assigned you an account manager to maintain a productive relationship through regular scheduled meetings and detailed reporting.



## MAKING A SERVICE DESK REQUEST

Our help desk facility is available by phone, email or live chat. To raise an issue with our technicians, use the live chat function on our website or contact us on **1300 729 667** or **support@saxonsit.com.au**.



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Our service desk staff will receive your enquiry and assign you a ticket number to track the progress of your request.



## OUR REPORTING

We will provide monthly reporting on all tickets raised, action taken and time to fix. There will also be quarterly meetings with your account manager.



## PLANNING AHEAD

Our team will work in consultation with key stakeholders at your company to proactively advise on any changes which may help achieve your business goals.

# What's on your PC?



## MICROSOFT OFFICE SUITE

Microsoft Office provides a range of productivity applications enabling effective work and collaboration. Saxons helps our clients get the most out of Microsoft Office by offering training packages in addition to support.



### MICROSOFT WORD

Microsoft Word lets you create, edit, and share work quickly and easily.



### MICROSOFT EXCEL

Microsoft Excel lets you edit, analyse and graph your data in spreadsheets.



### MICROSOFT OUTLOOK

Microsoft Outlook gives you access to your email, calendar and contacts.



### MICROSOFT POWERPOINT

Design and deliver custom presentations with PowerPoint.



### MICROSOFT ONENOTE

Your digital notebook for meeting notes, to-do lists, sketching and more.



### MICROSOFT PUBLISHER

Create professional, personalised newsletters and more with Publisher.

# Remote support



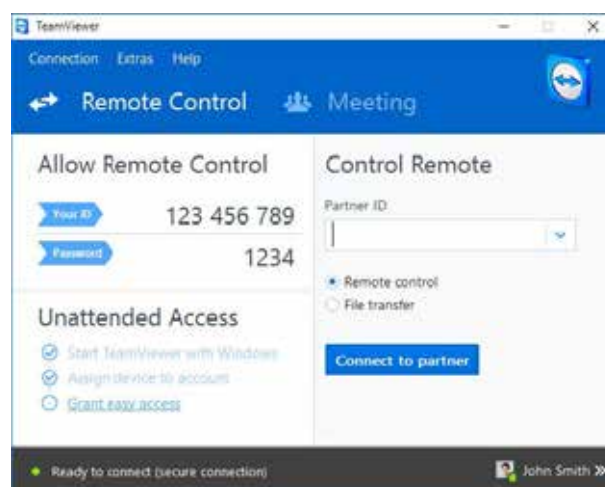
## TEAMVIEWER

Saxons uses TeamViewer to provide remote support to our clients. Users should have TeamViewer installed so that our technicians can remotely access their machines for troubleshooting and support. You can install TeamViewer by visiting the following link, then opening the download and following the prompts:

**[get.teamviewer.com/SaxonsIT](https://get.teamviewer.com/SaxonsIT)**

The main TeamViewer window is divided into the Remote Control and Meeting tabs.

In the Remote Control area, you will find your TeamViewer ID and your temporary password. If you share this information with a support technician, he or she will be able to connect to your computer and troubleshoot it.





# Resources

[Microsoft Word Tips](#)

[Microsoft Excel Tips](#)

[Microsoft Outlook Tips](#)

[Microsoft OneNote Tips](#)

[Computer Security Tips](#)



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