

# Your Team

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# Typical Problems We Solve

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- ✓ Login Problems
- ✓ Email Down
- ✓ Wireless Connections
- ✓ File Access
- ✓ Software Updates
- ✓ Computer Crashes
- ✓ Virus/Malware
- ✓ Spam
- ✓ Server Management
- ✓ Office 365 Migrations
- ✓ Data Backup/Storage
- ✓ Remote Access
- ✓ Software Updates
- ✓ New Application Launch
- ✓ Hardware Procurement
- ✓ Device Monitoring/Management

Step 1 – Contact onsite resource for initial troubleshooting

Step 2 – Contact HMB for evaluation & remedy

Step 3 – HMB works w/ customer to resolve remotely

Step 4 – HMB comes onsite to fix problem

# Expectations



Priority	Response Time
1	As soon as possible Takes priority over all other service requests
2	1 hour 8:00 am - 5:00 pm, working days
3	24 hours
4	2-5 days
5	5-10 days

# Definitions



Service	Priority
Core networking devices	1
Server offline	1
User accounts / Profiles	2-3
Password resets	2-3
Patching	2-3
Restoring files	3
Disabled user accounts	1-2
Print Queues	2
End user is unable to use device	2
Email client setup (including mobile phones)	3
Virus removal	2, 3 or 4
Software installation	3-4
Computer reimage	3-4

# Contact Method #1

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(614) 392-5179



# Contact Method #2

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[mssupport@hmbnet.com](mailto:mssupport@hmbnet.com)



# Contact Method #3



<http://support.hmbnet.com>

The screenshot shows the HMB Self Service Center website. At the top left is the HMB logo and the text "SELF SERVICE CENTER". Below this is a dark green navigation bar. On the left side, there is a vertical menu with the following items: Home, Notices, My Support, My Incidents, Submit New Incident, Remote Support, and Online Meeting. The main content area is titled "Home" and contains a welcome message: "Welcome to the HMB Self Service Center, your source for support of all our products. Here you can search our knowledge base, submit an incident and view the status of your existing incidents." Below the welcome message are eight service tiles arranged in two columns. Each tile has an icon, a title, and a brief description. The tiles are: Search Knowledge Base (icon of a computer monitor and books), Downloads (icon of a globe with a green arrow pointing down), Forums (icon of a house with a speech bubble), My Forum Topics (icon of a house with a person and a speech bubble), My Incidents (icon of a document with a green arrow pointing up), Submit an Incident (icon of a document with a green arrow pointing down), Solutions (icon of a computer monitor with a red checkmark), and FAQs (icon of a question mark inside a blue circle).

**HMB SELF SERVICE CENTER**

Home  
Notices  
My Support  
My Incidents  
Submit New Incident  
Remote Support  
Online Meeting

## Home

Welcome to the HMB Self Service Center, your source for support of all our products. Here you can search our knowledge base, submit an incident and view the status of your existing incidents.

- Search Knowledge Base**  
Search our knowledge base, including Downloads, Forums, Solutions and FAQs.
- Downloads**  
Download updates and files specific to you.
- Forums**  
See what other HMB customers are talking about.
- My Forum Topics**  
View all the forum topics I've submitted in one place.
- My Incidents**  
Check the status of incidents I've submitted.
- Submit an Incident**  
Submit a new incident.
- Solutions**  
Find solutions to common issues and problems.
- FAQs**  
Get answers to frequently asked questions.



# Contact Method #4



