

NEWSLETTER

March 2015

It's been way too long since we have updated you, so thought it was time to update you on a few things.

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The Team

The Old

Jack Slothouber, Director

You should all know Jack, one of our esteemed leaders. Jack is the personality of the business, and one of the two founding Directors. He is focused on keeping the business growing, and ensuring our products and services are only the best for our customers.

Simon Lonsdale, Director

Simon is our other esteemed leader. He is the technical guru, and the other of the two founding Directors. Simon's focus is on ensuring Logical.IT are not only keeping up technically with the world around us, but ensuring we are keeping ahead of the game technologically.

Tisha Comeskey, Service Delivery Manager

Tisha has been with Logical.IT for almost a year now, and is Jack's right-hand woman (and, until recently, the only girl in the office). Tisha's focus is on ensuring our customers are served well by the engineers and that business ticks over smoothly. If you have any issues or concerns about a product or service you have received from us, please contact Tisha on tisha@logicalit.net.nz or on mobile 021 656 102.

Tom Lonsdale, Senior Technical Engineer

As well as being Simon's son (no nepotism going on here ☺), Tom is our chief problem-solver and has been with Logical.IT for almost three years. Tom's calm nature and dogged determination ensures any major issues we have are kept to a minimum and resolved quickly.

Jesse Orchard, Technical Engineer

Jesse was the first Engineer Jack and Simon employed, over three years ago. He has seen three office moves with Logical.IT, and is hoping that where the office is located now is his final resting place (for a while at least!). Jesse spends a lot of his time assisting our Kapiti clients on-site as that is where he resides. He is also often on the other end of the phone assisting you all with your day-to-day queries.

Jonathan Glendenning, Technical Engineer

Jonathan started off as a contract Technical Engineer before proving himself invaluable so we had to hire him as a permanent staff member. Jonathan has been with Logical.IT since late 2013. Jonathan is also a voice you will hear on the other end of the Helpdesk phone assisting you with your queries, big and small. He is also responsible for managing our website.

The New

Dave Davenport-Brown, Business Development Manager

Dave is our most recent recruit, brought into the business to assist Logical.IT with, as his title suggests, business growth. Dave has a number of years of experience in this field, and we are looking forward to him introducing some new customers to join you!

Jason Eason, Technical Engineer

With the growth of business in late 2014 it was made evident that our Engineers were becoming quickly overworked, hence Jason was hired. Jason is "the voice" of Logical.IT as he "mans" the Helpdesk (however we cannot attest for his singing ability – you could always ask him to give you his rendition of Whitney Houston's "I will always love you" ☺). Jason also manages our internal IT systems.

New Bank Account

We have recently moved to a new bank, and therefore have a new bank account for payment of your invoices. The new details are:

Logical.IT Services Limited
Westpac, Porirua Branch
03-1533-0042662-000

This new account will start to appear on your invoices in the next few days. It would be appreciated if you could pass this information onto your accounts team.

Direct Debits

For your ease and convenience we have a direct debit facility available. This is for your monthly SLA/Agreement invoices only. If you would like a direct debit form, please email accounts@logicalit.net.nz and one will be sent to you.

For those of you with direct debits already in place, you do not need to worry as your debits are already going into the new bank account.

Invoicing

A little reminder that SLA/Agreement invoices are sent on or around 15th of the month for payment on the 1st of the month following. Other invoices are sent throughout the month for payment on 20th of the month following. For jobs where there is hardware involved we may request up-front payment of 50% of the cost of the hardware. It would be appreciated if the payment dates are adhered to. If you

need to defer or stagger payments, please contact us at accounts@logicalit.net.nz to discuss.

Helpdesk

A reminder to please contact the Helpdesk directly, rather than individuals, as this will ensure your problem/query is seen by the whole team, not just one person.

Email: help@logicalit.net.nz
Phone 04 282 0204 (Wellington)
04 974 0510 (Kapiti)



A reminder of our response times:

	Response Time	Resolution or Action time
Critical	0.5 hours	1 hour
Urgent	1 hour	2 hours
Normal	4 hours	12 hours
Non-urgent	8 hours	24 hours

Critical - Total failure or seriously degraded performance of a business critical system, or network failure.
Urgent - Failure or inhibited performance of a service or service component affecting a critical user or multiple users.
Normal - Failure or inhibited performance of a service or service component affecting a single user.
Non-Urgent - Non-urgent incident with minor impact, or a scheduled fix or service request.

If you have not had a response from us, or acknowledgement (if by email) within the timeframes set out above, please do not hesitate to contact Tisha, Jack or Simon. At Logical.IT we pride ourselves on being not just any old IT support company, and aim to exceed your expectations. Any feedback (good or not so good) you have is most welcome.

Logical.IT is an ISP reseller!

Logical.IT now on-sell Vibe as a carrier grade Internet and voice service portfolio designed for most sizes and budgets. Each customer implementation is designed to be specific to your requirements. Our portfolio ranges from simple broadband and voice services to multi-site VPNs, dedicated Internet and full voice network solutions. If you're interested in talking to us about this service and how it could benefit you, please contact us at sales@logicalit.net.nz or phone 04 232 0204.

Logical.IT & Cloud.IT

As you may be aware, Jack and Simon, along with two other investors, have recently acquired the hosted desktop arm of another New Zealand company. This new venture has been named Cloud.IT Services Limited and is a boutique data centre that provides the highest security and performance standards.

Take a look at the Cloud.IT website: www.cloudit.services

For more details on how cloud solutions could benefit your organisation, please contact us at info@logicalit.net.nz or talk to Jack or Dave by calling 04 282 0204.

Referrals

If you like us, and feel we are doing a good job for you, we would welcome you referring us to other businesses who may not be getting the same service from their current IT support company. Please ask them to contact the sales team (Jack and Dave) at sales@logicalit.net.nz or call us on 04 282 0204.



"How shall I torture you today?
Put you on the rack? Boil you in oil?
Make you call a technical support line?"