



Call Logging Process

E-Mail: Helpdesk@Storvault.co.za

Phone: +27 11 848 7010

We are committed to helping our customers in solving their incidents and service requests as efficiently as possible. In order to ensure that we allocate the right resource, to assist as soon as possible, please provide the following information when logging a call:

 Incident or request description

 Severity/Impact of problem

 Service affected

Business Support Hours: 08:00 – 17:00 Mon - Fri

STANDBY AFTERHOURS SUPPORT FOR HIGH SEVERITY CALLS: + 27 11 848 7063

Please ensure that you receive a Ref No to refer to when requesting call follow ups or when escalating a matter.

Priority	Class Level	Impact	Incident Type	Response Time	Criteria
Critical	1-Critical	1-Extensive/ Widespread	Infrastructure Restoration	2 Business Hours	System down. Problem affects sites / Customers / Business critical. Unavailability of Critical Peripherals. The user cannot make use of an essential function in the production system. The Backup service is unavailable for restore.
			Infrastructure Event		
High	2-High	2-Significant/ Large	User Service Restoration	2 Business Hours	High – System critical but working. Problem affects Service Availability. Unavailability of Non-Critical resources. The problem cannot be solved by a restart or a bypass or a workaround. The Backup service is unavailable.
Medium	3-Medium	3-Moderate/ Limited	User Service Restoration	2 Business Hours	Medium – Non-critical. Isolated Backup services failure.
Low	4-Low	4-Minor/ Localized	User Service Request	2 Business Hours	Low – Service Request. A workaround is in place / Project Log Requests, Installation/Move/Addition/Change. Any activity that does not form part of normal operational routine.

Escalation Matrix

SLA escalations are automated within the Call Logging System. Escalations are delivered via e-mail. If you are not satisfied with the resolution of a call, or the way in which your call is being dealt with, please contact the following people and quote the call reference that was provided to you.

MATRIX ORDER			
1st ESCALATION			
Technical Support Manager	Glen Mathebula	Glen.Mathebula@Storvault.co.za	078 626 9833
2nd ESCALATION			
General Manager	Derek Street	Derek.Street@Storvault.co.za	073 718 5497

A complaints record can also be opened by the escalation owner upon request. Thorough investigation will be conducted in order to reveal the cause of the incident as well as the resolution. Please contact your Account Manager if the above process is not satisfactory.

[The StorVault Terms and Conditions can be viewed here](#)

Have a great day,