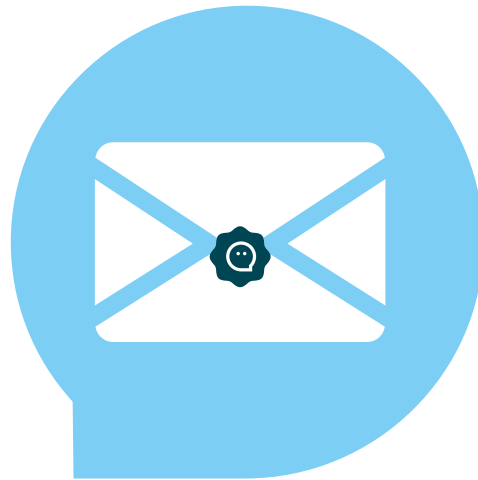


Welcome to Osiris IT

For all of your IT support queries no matter how big, or small, please contact the Osiris IT Service Desk using the following methods:



01603 964914



Support@OsirisIT.co.uk

Core Opening Hours:

08:00 AM to 18:00 PM
Monday to Friday excluding Bank Holidays

Emergency Cover:

If you have a major issue, please leave us a voicemail stating the issue is urgent, what the issue is and your contact name and telephone number and an on call engineer will get back to you as soon as possible. We are on call 24 hours a day, 7 days a week, 365 days a year.

Response Times:

High Priority (P1):

Server or complete system failure which has severe financial, operational and/or reputational impact. Our response time will be within the hour and on site within 4 hours 24/7 if necessary.

Standard Priority (P2):

A user is able to carry on working, but requires a fix to continue with their duties effectively. Our response time will be 4 hours with a fix within 3 days, unless otherwise agreed with the end user.

Low Priority (P3):

Information only requests which will be responded to in 8 hours and answered within 3 days unless otherwise agreed with the end user.