



Support and Training Services



IF EMAIL IS YOUR NOT CORE CAPABILITY AND YOU COULD BENEFIT FROM SOME **PROFESSIONAL EXPERTISE**, OUR SUPPORT AND TRAINING SERVICES CAN HELP.

SUPPORT SERVICES

We are committed to providing timely and knowledgeable support, so our Customer Success Team adopts a follow-the-sun approach, employing team members in different time zones, to increase responsiveness and reduce delays.

“Email is one of our key services and we have significant business clients, so I don't have to emphasise how important it is for our email service to run smoothly. atmail has provided the high-level support and documentation we need and complied with our suggestions and feature requirements quickly and smoothly.”

Mladen Knezevic,
System Engineer,
ISP Department, M:Tel

SUPPORT LEVELS

Platinum Support – Perfect for telcos, ISPs and hosting providers who cannot afford downtime on their customer email platforms. This secures 24/7/365 support from our highly experienced email experts, improved SLAs, priority 1 and 2 remote access diagnosis (for on-premises customers), phone support for critical issues, a named support manager, a quarterly service review, an annual review meeting, and more.

Essential Support – Designed for customers with non-critical email systems, who are happy to wait for responses during Australian business hours (8am – 6pm AEST). Included in all new cloud subscriptions.

Self-Help Documentation – Created for in-house email experts who know exactly what they are doing and never need to contact our service desk.

SUPPORT FEATURES	SELF-HELP (INCLUDED)	ESSENTIAL SUPPORT (INCLUDED FOR CLOUD)	PLATINUM SUPPORT	CUSTOM SUPPORT
Help Centre Library	✓	✓	✓	✓
Administrative help (e.g. licences and billing)	✓	✓	✓	✓
Portal access (for account information, licensing, support access, and [if on-premises] product downloads)	✓	✓	✓	✓
Business hours support (AEST 8am-6pm, EST 9am-5pm, GMT 9am-5pm)	✗	✓	✓	✓
24x7 support	✗	✗	✓	Negotiable
Tracked support requests	✗	✓	✓	✓
Support for product branding	✗	✓	✓	Negotiable
Application and product support	✗	✓	✓	✓
Priority 1 incident response time	✗	2 business hours	30 minutes (24x7x365)	Negotiable
Priority 1 remote access diagnosis (on-premises)	✗	✗	✓	Negotiable
Phone support for critical issues (including outages)	✗	✗	✓	Negotiable
Priority 2 response time	✗	1 business day	2 business hours	Negotiable
Priority 2 remote access diagnosis (on-premises)	✗	✗	✓	Negotiable
Priority 3 and 4 response time	✗	2 business days	1 business day	Negotiable
Security risk notification	✗	✓	✓	Negotiable
Security risk mitigation (pre-rectification)	✗	✓	✓	Negotiable
Named support manager	✗	✗	✓	Negotiable
Quarterly service review (of support tickets, response times, and [if cloud hosted] uptime)	✗	✗	✓	Negotiable
Annual review meeting (and product roadmap)	✗	✗	✓	Negotiable

TRAINING SERVICES

For in-house teams who need to get up to speed quickly, atmail can provide dedicated training for email administrators and service desk teams. The ideal class size is six to eight participants and course documentation will be provided.

Our courses are delivered online via live video conferencing but can also be delivered in person (and/or with a translator) upon request. Courses can be customised as required, with typical course content including:

For Service Desk Teams (Level 1)

- Webmail review and questions
- Webadmin overview
- Class of service
- Common support tickets (e.g. password resets, forwards, quotas)
- Migration process (if applicable)
- Support escalation process
- Documentation
- Q&A

For Email Administrators (Level 2)

All of the above, plus:

- Platform overview
- Mail routing
- Advertising
- Theming and branding
- Settings and toggles
- Specific requirements

SERVICE DESK TEAMS

Our training course for service desk teams is designed for customer-facing team members who have a familiarity of email principles, webmail and third-party clients.

Our objective is to enhance your team's knowledge of Webmail and user management (accounts and settings) in the Webadmin, so that they can respond more quickly to customer support enquiries.

EMAIL ADMINISTRATORS

Our training course for email administrators is directed at technical admins who have a sound understanding of email platforms, protocols and administration, as well as either on-premises email architecture or cloud-based email platforms.

Our objective is to empower your team's ability to manage your email system via the Webadmin interface and/or the API. For cloud admins, the goal is to completely manage the cloud account.



ABOUT ATMAIL

With 20 years of email solutions experience, we are trusted by some of the world's most well-known telcos to deliver stable, secure and scalable customer email platforms, that help fight churn and grow revenue. Powering more than 170 million white label mailboxes in more than 90 countries, we offer modern and monetisable platforms, with 99.99% uptime and an impressive 99% customer satisfaction rating.

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