

Fix Times and Escalation

After your ticket is logged and prioritised you can expect a workaround or fix to be implemented in the following times*

Priority	Fix/Workaround Time	SLA
1	4 hours	80%
2	8 hour	90%
3	16 hours	95%
4	32 hours	95%

*Fix and workaround times do not include time when we are waiting on customers or 3rd parties

If you need updates or are unhappy with the level of support you have received please follow the escalation route below:

	Name	Position	Phone No	Email Address
1	Helpdesk	Helpdesk	01270 531883	helpdesk@sgworld.com
2	Adam Casey	Service Delivery Manager	01270 531866	adamcasey@sgworld.com

Hardware Warranties

Just a quick reminder that we pass on the supporting warranties for the hardware elements of our electronic solutions directly to the customer. As such hardware-only faults can be raised directly with the manufacturer eg: a broken printer. For convenience we've listed the appropriate contact numbers here:

ELO

<https://support.elotouch.com/TechnicalSupport/>
<https://support.elotouch.com/CustomerService/CustomerServiceEurope/>
Email: europcustomerservice@elotouch.com
Tel: +32 (0)16 70 45 00

Canon

Technical Support Tel: 0207 660 0186
Repair Centre Tel: 0148 377 6060

eMedia

support@emedia-cards.com

Magicard

Tel: 01305 767 100
Tel: 01305 762 115 choose option 2
Email: Support@magicard.com

Zebra

Technical Support Tel: 01628 556225

Customer Responsibilities

To help SG World provide efficient support for you and your systems you will need :

- To allow access to the all appropriate hardware and software when support is needed, to both remote and local engineers
- To ensure all data is backed up and recoverable before work is carried out on your systems. SG World are not responsible for ensuring that your data is recoverable in the event of failure or loss
- International customers to have an English speaking representative will need to be available when support is required
- Staff who have been trained in the use of your systems to be available to liaise with SG World when you raise a support requests



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