Netpremacy Cloud Support Services

G-Cloud 14 - Service Definition

Providing professional support for IT administrators

Working in the cloud doesn't need to be stressful. At Netpremacy, we provide a support service that helps keep your company and IT systems up and running. Netpremacy's support services team ensures successful delivery of on-going support services, even on the most complex projects that we come across. We provide support from concept to operational completion of a project. Our support desk team is qualified and Google certified meaning that you are in safe and experienced hands.

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We provide professional support for IT administrators to ensure your business is up and running and with support when needed. No package is the same, as each support package is bespoke to cater to each individual business's needs.

Supporting over 3000 customers in over 30 countries around the world, Netpremacy services are backed by leading global network operations and customer care engineers providing the infrastructure to deliver exceptional solution support.

Netpremacy provides support on the following;
- IT Support
- Disaster recovery
- Phone systems & VOIP
- Servers & Networking
- Migration
- Support for Google core services

CSS program

Netpremacy has a range of enhanced support services. As part of our Customer Success Services initiative, we are able to provide enhanced technical support with increased SLA's meaning that we can support you when you need it the most. We use a comprehensive helpdesk infrastructure so that when you log your support request with us, it is automatically flagged with the Director of Customer Success Services. This process ensures that you get the most comprehensive support that you need at the quickest possible time.
With deep knowledge and trusted partnerships, Netpremacy's Customer Success Services keeps you at the forefront of innovation and Google technology advancements.

Proactive Planning

Netpremacy's Customer Success Services help your business unlock its Google Cloud potential by ensuring you are the first to know about any product updates, feature releases and testing programmes. The key to customer success is proactivity. Unlike customer service, which typically tackles problems that have

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already occurred with a response plan, customer success aims to identify user impact, predict business outcomes and build an action plan accordingly. Lean on our technical expertise and change management experience to help gain the maximum value from the G Suite tools for long-term business success.

Regular Engagement

Regular engagement with our expert Cloud consultants is important for keeping on top of upcoming visible changes and product roadmaps relating to both short and long term business strategies. Understanding the impact to your business, paired with our tailored technical and change management recommendations, allows you to plan ahead when it comes to service implementations, feature rollouts and administrative setup. We see ourselves as not just a partner but an extension of your team, believing that true customer relationships are built on strong communicative and collaborative foundations.

Networking

We often find that interaction with the wider team and even other customers is extremely valuable to businesses when it comes to Customer Success. Time spent with different skill sets allows you to get a greater understanding of the art of the possible; and hearing how other businesses handle innovation, implementation and transformation with Google helps to inspire new ways of working. This is where our customer events play an important part in bringing together businesses of all sizes and industries to share their unique experiences, good and bad.

Customised Expert Advice

Our Customer Success Managers (CSM) will work closely with you throughout your CSS journey to provide tailored and expert advice on your G Suite environment. Whether this be increasing user adoption of the platform or identifying ways to improve existing business processes, our CSMs will be on-hand to ensure you get the guidance and recommendations you need to achieve your strategic goals.

The Discovery Process

Revolutionise the way you work with our discovery process
Netpremacy has a dedicated team of Cloud Consultants who are able to provide an initial consultation on how you can revolutionise your business using

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cloud-based technology - whether you're looking at migrating or simply adding new technology. Understand how a solution from Google, or our other partners would suit your organisation, whatever your industry, and the best ways to implement and deal with change along the way.

Discovery finds the best transformation for your business

Transformation begins with our discovery process! Following an initial consultation, our Business Analysis team will work with you to complete a deep dive analysis in order to fully understand your requirements and objectives. Working together with our highly trained cloud consultants, we'll use this to ensure that we design a cloud solution that is most suitable for your business needs.

Experts in the cloud

Whatever your cloud needs, whether it's Google, LumApps, Zendesk or RingCentral, our teams have the right experience, training, certifications and skills to deliver your cloud solution.

Development Services

Transformation with custom cloud development

Netpremacy's engineers were some of the first to achieve Google Cloud Certifications providing unrivalled expertise in our customer care teams. Our Netpremacy system engineers are not only vendor certified but also highly experienced cloud consultants, always ensuring the successful planning, delivery and on-going support of even the most complex projects, from concept to operational completion. Each team works intensively to deliver world-leading G Suite solutions with best practice guidance.

Netpremacy has extensive expertise in integrating external third-party systems into the G Suite and Cloud Platform product offering. Through our thorough Discovery process accompanied with a DPW, our engineers can advise and implement custom built solutions ensuring that your business stays efficient and innovative through its use of technology.

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Technical Deployment

Netpremacy's technical deployment programme consists of market leading packages incorporating planning, provisioning, deployment, change management, training and support. Our attention to detail on the back-end is complemented by our commitment to front-end users. Intuitive pre-configured toolsets integrated into easy-to-use delivery tools dramatically reduce the time client teams need to start using and benefiting from our solutions.

Tried and tested methodology

Netpremacy is continuously looking to improve the service we provide to our customers and their experience with G Suite. Supporting over 3000 customers in over 30 countries around the world, you can rest assured your organisation is looked after by the people who use tried and tested methodologies to ensure your technical deployment is a success.

The engineers at Netpremacy have received numerous accreditations for developing G Suite and Cloud Platform solutions for businesses. You can trust Netpremacy to deliver on our promise of delivering an innovative transformation to your business.

Change Management

Change management is part of transformation

Netpremacy's experienced Change Management and Training teams are passionate about engaging with your business to implement a successful change initiative.

Any change in a business is not 'one size fits all' and for this reason we tailor our change management and training plans to suit you, working with you to provide the most effective communications and training possible to help guide you and your company through a period of change to increase adoption, efficiency and confidence.

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Our bespoke change management and training plans are designed to not only help with the initial change and help ensure success but we work closely with you and your team to provide all the tools you will need to keep making the most of this change no matter what the future may hold.

Netpremacy provides future proof change management
Our change management and training services are always up to date and ahead of the game, to keep up with product changes, updates, and trends.

As a Google Cloud Premier Partner, we have a close working relationship and have a deep-rooted understanding of their change methodology when implementing a Google Cloud deployment.

As partners of Zendesk and Lumapps, we have the experience and tools you need to successfully roll out and establish either as an integral part of your business. Training on Lumapps and Zendesk are completely bespoke as no two deployments are the same. To allow these new systems to work to their highest potential, your agents and admins must feel connected with these new tools at their disposal to allow your company to grow and adapt.

We pride ourselves on our dedicated change management and training teams who will not only tailor the training your company receives, ensuring that everyone in attendance gains as much as possible from these sessions, but also make all training and resources as engaging and entertaining as possible.

Training

Our training gives you confidence in your transformation

Netpremacy has teams of accredited training Change Managers that can support the implementation of Google products to your business. Utilising our unique and significant Premier Partner status with Google allows us to leverage our expertise to ensure that your business transformation is seamless. Netpremacy also provides support and training on our other products, Zendesk and Lumapps. Contact us to find out more about the training and Change Management packages that we can provide.

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Bespoke training programmes to support your business

Our training and Change Management teams can support the implementation with a comprehensive training that meets your business requirements in a global capacity. Our comprehensive and extensive training programme ensures a smooth and successful migration. We provide many different training options, which are all tailored to suit your company's needs. Our specialists will spend time with you to identify different user groups and difficulty levels, to make sure that everyone receives appropriate training. Whether it is on-site or virtually, we aim to provide businesses with a structured and comprehensive training programme, complementing the transition to Google, Zendesk or Lumapps.

Security Services

Our Security Services protect your investment with intelligent security

Netpremacy is dedicated to ensuring that your data is kept safe and secure at all times.

Protecting your investment with our security services

We understand that security is of paramount importance when choosing a technology partner. Storing your data in the Cloud can at first be a daunting prospect initially. However, you can rest assured that we make sure that your data is always kept safe with our in-depth security services.

Providing end-to-end security services

Google's security model is an end-to-end process with over 15 years of extensive experience ensuring customer data is kept safe in Google's applications. Google Cloud Platform also applies the same high tech security model to all of its respective applications and data.

Centralised security services team

A security services team consisting of over 750 experts are dedicated to ensuring that your data storage maintains integrity. The information security team is tasked

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with ensuring that defence systems, security policies, and processes, as well as Security infrastructure, are maintained to the highest of standards. Notable achievements include discovering the Heart bleed vulnerability, implementing a rewards scheme for reporting security concerns and designing an 'SSL by default' policy.

Compliance & accreditations

All Google Cloud products comply with strict standards and have received a number of accreditations along with complying to a number of international compliance policies, including EU Data Protection.

Contact Information

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