

Google Workspace & ChromeOS 2nd-Line Support

Annual managed support service providing unlimited remote technical assistance for Google Enterprise products (Workspace, ChromeOS). delivered via phone/email. Covers break-fix troubleshooting, configuration changes, best-practice advice and escalation management with Certified Google Engineers.

Features

- ▶ Unlimited remote technical support (Phone/Email/Ticket).
- ▶ Comprehensive coverage: Google Workspace and ChromeOS.
- ▶ Incident management and troubleshooting.
- ▶ **How-to** guidance and administrative configuration advice.
- ▶ Priority escalation path to Google Engineering Support.
- ▶ Service Level Agreement (SLA) driven response times.
- ▶ Support for Admin Console settings and policies.
- ▶ Root Cause Analysis (RCA) for major incidents.
- ▶ Regular service review meetings (for Enterprise tiers).
- ▶ Access to certified Google Professional Cloud Engineers.

Benefits

- ▶ Aims for rapid, effective resolution of business-critical issues.
- ▶ Augments internal IT teams with specialist Google expertise.
- ▶ Stabilises environment through proactive configuration advice.
- ▶ Predictable annual cost for unlimited support requests.
- ▶ Frees up internal resources for strategic projects.
- ▶ Ensures continuity of service during staff absences.
- ▶ Keeps the organisation aligned with frequent Google updates.

