ELITE ASSIST SUPPORT SERVICES

When you submit a request through Elite Assist, all calls will be logged by an agent. From here, the type of escalation will be dependent on the type of service you have with us. Please see the breakdown below to find out the expected response for each product.

Elite Assist		
Product	**Ability to log a call**	**Access to on call engineer**
Mitel	Yes	Yes
8x8	Yes	Yes
Horizon	Yes	Yes
Storm	Yes	Yes
Broadband	Yes	Yes
Ethernet	Yes	Yes
SIP	Yes	Yes
Mobile (Wholesale)	Yes	No
Microsoft 365	Yes	Yes
Microsoft Azure	Yes	Yes
AVD	Yes	Yes
Hosted Desktop	Yes	Yes
Hosted Firewall	Yes	Yes
Firewalls (non-Hosted)	Yes	Yes
End User Support (none Hosted)	Yes	No
Infrastructure Support (none Hosted)	Yes	Yes
End Point Protection	Yes	Yes
Warranty Service (PC Hardware)	Yes	No
Warranty Service (Infrastructure Hardware)	Yes	No
Software Development	Yes	No
Pangea Intelligent IoT Data	Yes	No

If your product is not on the list or is categorised as a legacy product, you will still have access to EliteSupport 24/7 for a minimum of call logging. If you have any queries in regards to specific products not listed, please contact us directly or get in touch with your Account Manager.