IT Help Desk Replacement FAQs – July 2022

Q: Why are we switching from CTG to Ideal Integrations?
A: CTG has not earned a good reputation with our organization. With our contract renewal, we've been informed that CTG is significantly raising the price of each support ticket and they are dropping the benefit of 24/7 support. With this information, we've made the decision not to renew our contract with CTG, and to switch to Ideal Integrations, where support is available 24/7/365.

Q: When is Ideal Integrations taking over and when is CTG no longer in service?
A: Our target go-live date for Ideal Integrations is July 28. You will have access to CTG customer support by end of day July 27.

Q: How can I contact Ideal Integrations if I need IT support?
A: Ideal Integrations offers support by phone and email, 24 hours a day, 7 days a week, 365 days a year. Contact methods are below:
- Phone: 412-349-6678
- Email: servicedesk@idealintegrations.net

Q: When should I reach out to Ideal Integrations?
A: Any team member should submit a ticket to Ideal Integrations for desktop or hardware support.

Q: What do I do if I need to replace my employee badge?
A: The general eHealth Technologies IT team will be responsible for this request. We are actively hiring a full-time employee to be primarily responsible for this.

Q: What does the escalation process look like? When should I use it?
A: Examples of issues that should be escalated are critical issues that affect more than one user, and/or issues that impact productivity for a full 8-hour workday. Please see chart below to know when to escalate an issue, how, and to whom:

When to Escalate	How to Escalate	Who to Contact
After 1 hour	**CHECK STATUS** Reply to email acknowledgement from Help Desk (use same subject line) to seek an update.	Ideal Integrations
After 4 hours	**LEVEL 1 ESCALATION** If no response or resolution, forward your follow-up email to Jake Babyak (use same subject line).	jbabyak@idealintegrations.net
After 8 hours	**LEVEL 2 ESCALATION** If no response or resolution, forward your follow-up email to Nick Spano (use same subject line).	Nick.Spano@eHealthTechnologies.com
After 24 hours	**LEVEL 3 ESCALATION** If no response or resolution, forward your follow-up email to Sean Ways (use same subject line).	Sean.Ways@eHealthTechnologies.com

Q: Are there user benefits with Ideal that we didn't have with CTG? What are they?

A: By partnering with Ideal Integrations, eHealth Technologies team members will benefit from having access to a more robust customer service team that is known for its fast response rate and effective flow of communication between staff members. We will not be forfeiting any existing benefits by making this change.