NW TECHNOLOGY

Who We Are &

Our Promise to Deliver

Superintendent Presson, Dr. Boteler, Commissioners and the entire Orcas Island Health District crew,

Welcome to the NW Technology family. We appreciate your patience in helping us make your technology transition successful. Without your willingness to share your insights and knowledge, this process could have been much more difficult. Along the way, we've gotten to know some you and look forward to developing our working relationship with your entire team.

NW Technology is committed to addressing concerns prior to becoming issues, specializing in infrastructure design, deployment, preventative maintenance, disaster recovery and support for small to medium sized businesses. Through our partnerships with Dell, Microsoft, SonicWALL, 3CX and immense experience, NW Technology offers a full spectrum of technology services.

We understand in order to succeed in business today, protecting data, maintaining your network and being nimble is imperative to success and is essential. Part of our mission at NW Technology is to enable you to grow your business and focus on your area of expertise, while knowing we are here to ensure an exceptional experience. With our decades of collective expertise, we will customize your solutions to protect, and implement your technology needs, as well as manage your network and have the ability to anticipate and recommend solutions critical to your business needs.

Our commitment extends beyond the sale and support as we continue to keep you informed of technology updates, trends and/or end of life platforms that need to be addressed. Choosing NW Technology means the confidence in knowing you will stay up-to-date of technological advances, the certainty of security risk mitigation and the consistency of proactively maintaining productivity and efficiencies seamlessly within your office.

The following information will provide an overview of our expertise, products, services offered and an introduction to our team at NW Technology, dedicated to ensuring a valuable customer experience.

Please do not hesitate to contact us with further questions or concerns at 360-384-6987 and we will be happy to assist you.

Again, thank you from all of us at NW Technology.

Ryan Oord
President & CEO

Support Options

Day to Day: Our primary method of support is through our Help Desk. From 7am to 6pm, Monday – Friday, we staff the phones with technicians to take care of end user needs and questions. NW Technology will provide remote management software allowing Help Desk personnel to remote in while on the phone with the user. The Help Desk line rings directly to the technician. No operator will answer the phone, and the user will not have to leave a message and wait for someone to return the call.

Clients also have the option of submitting an electronic service ticket by emailing our support system. This is perfect for questions, change requests, user account creation, and quote requests. The ticket will then be assigned to a staff member to address.

Should the Help Desk be unable to fix the issue, they will escalate the problem to a Level-2 technician, then a Level-3, then a Manager, then to the vendor if required.

On-Site: If the problem requires a technician to go to the client's location, in the case of a hardware failure for example, the Help Desk Manager will dispatch a field technician to address the issue.

Projects: Server and primary applications upgrades, jobsite deployments, and specialized requests will be assigned to a special projects team. A Project Manager will be assigned to track all aspects from start to finish.

Planning: On an agreed upon schedule, managers from NW Technology will meet with managers from the client to present a state of the company technology. What is working, what's not, and what changes will be made in the next period.

After-Hours: Outside business hours, our Help Desk line will take a message from callers. That voice message is forwarded to NW Technology managers who will assess the severity of the request and address the solution.

Monitoring: Initially, we will install a basic system monitor on all servers. This will alert the technical staff when there is an issue related high processor or memory utilization, low disk space, or an unresponsive server. Should the client require it, more advanced monitoring solutions can be subscribed to giving a higher level of reporting. This feature can be added to desktop and laptops.

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Contact Information

Address

NW Technology
5160 Industrial PL #104
Ferndale, WA 98248

Office Hours

Monday – Friday, 7 am – 5 pm (PT)
Office is closed on Saturdays,
Sundays, and Standard US Holidays.

Telephone   Main Office   360-384-6987

Website   www.nwtechnology.com

Key Contacts

President & CEO	Ryan Oord
Business Development	Crystal King CrystalKing@nwtechnology.com
Partner Relations	Lauren Sires LaurenSires@nwtechnology.com
Purchaser & Billing	Melinda Michaud MelindaMichaud@nwtechnology.com

Orcas Island Health Care District's Tech Team

Help Desk Technician	Andy Whadford
Field Technician	Stephan Wesselman
Engineer	Stephan Wesselman

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Customer Support Options

Customer Portal:

- Go to http://my.nwtechnology.com Enter your username and password, you can view all your service ticket and submit new tickets. If you forgot your login, enter your email and click the "Forgot your password" link.

Email:

- Email support at support@nwtechnology.com to create a service ticket request. You will receive an email reply for your support ticket request. You can also check the status of your request anytime in the customer portal.

Help Desk Phone:

- (360) 380-6987 – Washington (Direct)
- (928) 863-7010 – Arizona
- (509) 545-6987 – Tri-Cities, WA

Remote Assistance:

- If a technician asks to setup a remote session to your computer, please go to https://help.nwtechnology.com and click on the session requested.