



COMPLIANCE • COMPETENCY • PRODUCTIVITY

i.on my Support Services

Support is always just a phone call, Skype or a click away. Help Desk hours are from 8.00am - 6.00pm (EST), but why not try our Online Help System with 24 hour access?



Our Online Help System

The Online Help System is available 24/7 – ask anytime. Your question will be ‘mined’ through our knowledgebase and you may receive an automatic response that answers your question. If your query is more specific or not in the knowledgebase you will receive a response from one our service representatives within 24 hours.

At i.on my we run a flexible workplace. Our staff work both in the office - during standard business hours and outside the office - with flexible hours to suit their needs. You may find your question answered before you know it!

Even if our service representatives aren’t online at the time, they will have your question at their fingertips as soon as they login. Our representatives can answer from anywhere.

Our Online Help System is available within the i.on my system or accessible at www.ionmy.com.au/support in the event that you cannot access the system.



Why use the Online Help System instead of a phone call or email?

1. Access to automatic knowledgebase: you may receive the answer you are looking for immediately.
2. If you receive an automatic knowledgebase answer that does not meet your full needs it is simple to submit your request, ensuring a real individual will be answering your question.
3. Our Online Help System is semi-automated, so depending on the category you select for your question, your ticket will be fanned out by email to all of the appropriate service representatives. You will get the fastest and most accurate response this way!
4. Your answers can be retrieved, or re-opened by you, without the need for you to file them somewhere. You may even be helping to populate the knowledgebase for others.
5. Using the online system does not incur additional costs to either us or you.

Data Conversion

Data residing in existing systems can be converted into i.on my. Our consultants can work with you in order to reduce the amount of data entry and get you up and running in no time at all.

Our Data Guarantee

The data within i.on my is YOUR data. In the event that you opt out of the system within 60 days of set up, we will provide a comprehensive, readable extract of your data at no cost.

In the event that you opt out of the system after 60 days, we will provide a comprehensive, readable extract of your data for a fee of \$350.

Training

i.on my has been developed with end users in mind and takes as little as one day to set up, learn and commence using if you are a micro or small organisation. We provide reference sheets and online tips and examples at no cost to assist your learning, and you are also able to purchase effective, dynamic e-learning training tools.

If you do feel you would like on-site staff training on the system this can be provided by one of our consultants at an additional fee. Competitive rates are available so please contact our Help Desk to discuss your requirements.

Our dedicated server

Our dedicated server is hosted in a Sydney Data Centre that is an ultra-high security, highly redundant, 7000 square metre, purpose-built centre. The facility operates 24 hours a day and 365 days a year and it has the highest levels of redundancy in the Asia Pacific region with automatic fail-over capability. This ensures that your data is secure, and system up-time is guaranteed.

The company helping to look after your business

i.on my is the concept of ThoughtWare, a privately owned boutique business that is Gold Coast located. ThoughtWare is a small to medium size business (SMB) so we identify with SMB issues, and aim to look after your business.

ThoughtWare and its Directors are multi-award recognised, considered leaders in their fields and have more than fifteen years experience helping businesses with:

- Quality Systems
- Risk, Project and Change Management
- Human Resource Management
- Governance.

Help Desk

Hours: Monday - Friday
8.00am - 6.00pm (EST)

Phone: 1300 659 506

URL: www.ionmy.com.au/support

Skype: ionmycalls or thoughtware

Contact

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