

OffSite Image Management:

Service Desk Guide

Introduction

At OffSite Image Management, we are committed to providing prompt and effective support. This guide is designed to help you engage with our Service Desk efficiently and understand how to get the assistance you need.

Our Service Desk is based at our headquarters in Saint Joseph, Missouri. While we strive to respond to all support requests as quickly as possible, response times may vary depending on request volume and priority level. In the event of an emergency, please contact us by phone to ensure the fastest response.

We use an incident prioritization framework to allocate resources based on urgency and impact. While we support many clients, our structure is designed to prioritize and respond to critical needs without delay.

How to Contact Support

We offer multiple ways to engage with our support team, depending on the urgency and nature of your issue.

Option 1: Phone Support (24/7)

Best for: Emergencies and high-priority issues

Phone Number: 816-232-7483

- Business Hours: Our support team answers calls.

- After Hours: Calls are routed to our on-call support analyst. If the Analyst is unavailable when you call, please leave a detailed voicemail with contact information so that we can respond within the hour.

Option 2: OffSite Support Portal (Business Hours Only)

Best for: Medium- to low-priority issues

Website: <https://support.offsiteimagemgt.com>

Features:

- Submit support tickets
- Chat with support staff (when available)
- Access our Knowledge Base for self-service troubleshooting

Note: Tickets submitted outside business hours or on holidays will be treated as low priority and addressed the next business day. For urgent matters, please call the support line.

Option 3: Email Support (Business Hours Only)

Best for: Low-priority issues

Email: support@offsiteimagemgt.com

Emails automatically generate a support ticket in our system. You'll receive an acknowledgment immediately.

Hours of Review: Monday–Friday, 8:00 AM – 5:00 PM

Requests submitted outside these hours will be reviewed the next business day.

Important: For urgent issues, do not rely on email. Please call our support number.

Support Standards and Ticket Prioritization

Every ticket is assigned a priority level to ensure the appropriate response. Below is an outline of our prioritization framework:

Emergency

Criteria: Critical application outage, multiple users or sites affected, direct impact on patient care

Updates: Hourly (24/7)

Target Resolution: Within 8 hours

High

Criteria: Multiple users or locations affected; reduced productivity but a workaround exists.

Updates: Every 4 business hours

Target Resolution: Within 24 business hours

Medium

Criteria: Single user or site affected; minimal impact on productivity

Updates: Every 8 business hours

Target Resolution: Within 72 business hours

Low

Criteria: General questions, requests, or issues with no operational impact

Updates: As information becomes available

Target Resolution: No guaranteed timeframe; updates provided as necessary

Best Practices for Engaging Support

Have you contacted your PACS Administrator, what steps were taken to attempt and fix the issue, before contacting support?

To ensure timely and effective resolution, please follow these communication guidelines when submitting a request:

- **Clearly Describe the Problem:** Include specific symptoms, affected systems, and any error messages.
- **Include Background Details:** If you suspect the issue stems from a recent change or action within your organization, let us know.
- **Provide Complete Contact Information:** Include a direct phone number, department contact line, and email address.
- **Respond Promptly:** Delayed responses may result in downgraded ticket priority. Tickets without a response after 48 hours may be automatically closed.
- **Follow HIPAA Guidelines:** Ensure all shared information complies with HIPAA regulations when submitting requests.

Please contact our support team directly if you have any questions about this guide or need clarification.

Thank you for partnering with OffSite Image Management.