



Customer Support Escalation Sheet

Ventis Consulting Group, Inc. | Your guide for reaching the right team

Need help now?

(412) 528-1711

Support hours

Standard hours	Monday – Friday, 6:00 AM – 6:00 PM Eastern Time
Emergency support	24/7 for contracted clients

Step 1 — Submit a support request

Method	Details
Email	support@ventis.net — automatically creates a ticket
Phone	(412) 528-1711 , press option 3 — leaving a voicemail creates a ticket
Ticket portal	ventisconsulting.rmmservices.net — submit tickets and review your history (login required)
Remote session	If your technician gives you a session code, go to ventis.screenconnect.com and enter it under “Join with a Code.” You must accept before any screen sharing begins.

Step 2 — Escalation contacts

Level	Name / role	Contact	Response target
Level 1	Ventis Support Team	support@ventis.net (412) 528-1711, option 3	Within 2 business hours
Level 2	Michael Miller VP of Engineering	mmiller@ventis.net (724) 237-5055	Within 1 hour (urgent cases)
Level 3	Greg Muiteer President	gmuiteer@ventis.net (724) 612-4131	Immediate (high priority)

For emergencies

For critical issues such as a network outage, security breach, or system-wide failure:

1. Call the emergency line: **(412) 528-1711, option 3**
2. Also email **support@ventis.net** with “**URGENT**” in the subject line and details in the body.

Emergency dispatch is billed at \$100/hour with a 1-hour minimum unless covered by a support agreement.

Tips for the fastest resolution

- Include screenshots, system or device names, and the time the issue started.
- Note who and what is affected — one user, one office, or everyone.
- Use a clear email subject line, e.g. “Outage – Pittsburgh Office – Phones Down.”