

SimpliSys **Care**

for

Service & Support

Service Level Description

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Introduction

This document outlines Simplisys' Support & Maintenance services and procedures and is applicable to:

- Simplisys delivered software
- Simplisys installed software
- Simplisys developed bespoke software and SQL Triggers supplied

Simplisys Care Support & Maintenance Service

Support & Maintenance Services supplied by Simplisys are designed to provide customers, who have current product license(s) and an extant Service Contract, with an ongoing high-level quality support to enable them to continue to exploit their investment in Simplisys products and services.

Simplisys substantially complies with the emerging BS15000 standards laid down for key service companies.

A support & maintenance service is made up of three key components:

- The technical content & nature of the service itself
- The Speed and turnaround of call responses
- The days and times covered by the service

These are the key metrics that define the quality characteristics of the service.

This document therefore outlines the service levels and target performance measures of the support route together with the responsibilities at each level.

Service Level Definitions

It is always important to define not only the actual service tasks themselves but also the measures of quality within which the services will be delivered. These quality service measures need to be customer-facing metrics that are meaningful to customer management and end-users alike, are of perceived value and are easily measured and quantified. There are three key elements of service delivery that define the level and success of the service being offered. These are:

- Content and nature of the service deliverable deployed. This includes:
 - The technical skills and product experience of the service staff whether deployed on-site or manning a central Helpdesk.
 - The ability of the support staff to speedily assimilate the customer issues and problems being reported and their diagnostic and assessment skills to determine a resolution.
 - The nature of the Service also encapsulates the use of investigatory tools being used, the gathering of technical evidence, the ability to undertake remote diagnostics, etc.
- The speed and quality of the responses. This includes:
 - The achievement level of immediate first time technical response (i.e. minimal referrals / ring backs)
 - The level of first time product fixes or advisory circumventions achieved
- The periods of cover, and any requested extensions for cover, to meet customer's out-of-hours support needs. This includes:
 - The speed of response to the out-of-hours call
 - The speed of response associated with any out-of-hours contact via email reports that are processed on return to normal office.

It is also essential to define the role undertaken by the customer or user of the product such that the incident and the conditions leading to it are as clear as possible and enable an effective technical dialogue to take place with the Simplisys Helpdesk technical staff. These tasks and responsibilities are listed in the following sections:

Customer Responsibilities

If a customer should experience any incident or problem with any product supported by Simplisys it is the customers responsibility to:

- Clarify that the incident exists and the conditions under it which it occurred. (If possible, identify if the incident is either permanent, intermittent or can be recreated at will)
- Check that the operations are correct and conform to the; documentation supplied with the product, the information contained in a Help-file (where relevant) and any related current Patch Levels / latest Upgrade release, etc.
- Confirm eligibility for contractual support and ascertain service contract/account reference (where applicable).
- Gather all the relevant evidence together to assist with diagnosis.
- Contact the Simplisys Helpdesk either via email or via telephone and convey the related evidence required for diagnosis.

Simplisys Helpdesk Responsibilities

Simplisys customer support Helpdesk will 'project manage' the incident on behalf of the customer and will undertake to:

- Log the incident, check valid product licence/service contract, assess and confirm the incident.
- Identify and understand the effect of the incident on the customer's operation
- Investigate the underlying procedures and diagnose the *root cause* of the incident
- Review any similar reported incidents and evaluate current fixes, known errors, avoidance actions, etc.
- Respond to originator (if relevant) and advise on any holding or avoidance actions.
- Continue detailed technical diagnosis identifying likely design areas and module/code.
- Design and build a 'corrective action', undertake specific tests, ensuring no regression, etc.
- Respond back to the originator with the resolution and results of final testing.
- Where specific testing has not been possible, ensure originator understands the need for 'specific' testing to confirming status.
- Carry resolution forward under change control to the next design review for inclusion for the next appropriate release version or maintenance release.

Contacting the Simplisys Helpdesk

Customers requiring support should call the Simplisys Helpdesk as below:

By Email: support@simplisys.co.uk

By Fax: **0870 626 0766**

By Post: Simplisys Ltd,
Helpdesk,
20 Nichols Road,
Portishead
Bristol, BS20 8DT
United Kingdom.

By Telephone: 0870 626 0766

Simplisys Helpdesk is closed for business outside normal office hours and on UK National & Public holidays, unless prior cover has been formally arranged.

See below for details about Simplisys Service Cover.

Priority Definitions and Turnaround Targets

Customers to allocate a priority to any query or incident to indicate the impact of the incident related to their operation. Simplisys will then prioritise the urgency of the technical diagnosis and resolution turnaround. Simplisys will use best endeavours to meet the response target 'Service Levels' defined below.

'Response Target' is defined as the mean time to the first 'useful contact'.

'Resolution Target' is the time to the first available feasible solution.

Customer Priority	Response	Resolution	Contact / Action
1-Urgent Product operation unusable. High customer business procedure at risk. A time-critical service unavailable.	2 Hours	8 Hours	SIMPLISYS CARE Helpdesk Telephone/email initial response Hourly monitoring of progress Mandatory positive response required.
2-Major Product component/important facility unusable. Software/data files not accessible. Time-critical service schedule endangered.	4 Hours	36 Hours	SIMPLISYS CARE Helpdesk Telephone/Email initial response. Bi-daily monitoring of progress. Mandatory positive response required.
3-Default Level Product/component will not run/job impaired. Workaround to problem has been found	5 Days	10 Days.	SIMPLISYS CARE Helpdesk Daily monitoring of progress Telephone/Email response.
4-Not to Spec Product will not run as documented but issue is not critical	20 Days	30 Days.	SIMPLISYS CARE Helpdesk Weekly monitoring of progress Telephone/Email response.
5-Not Clear Non-critical issues. E.g.; Documentation Errors, Usability suggestions, etc.	30 Days	40 Days.	SIMPLISYS CARE Helpdesk Weekly monitoring of progress Telephone/Email response.

Simplisys Service Cover

Simplisys can provide service-cover to meet a customer's support needs and this is defined within the contracted 'Service Maintenance Agreement' outlined below: -.

'Standard Service-Cover' [5 x 8 hours]	09:00 to 17:00 hours Monday to Friday	Excludes all public holidays and week-ends
'Extended Service-Cover' [5 x 14 hours]	08:00 to 22:00 hours Monday to Friday	Excludes all public holidays and week-ends
'Premier Service-Cover' [7 x 8 hours]	09:00 to 17:00 hours Saturday, Sunday and all UK public holidays	Excludes Christmas Day and Boxing Day
'Bespoke Service-Cover'	Up to 7 x 24 as required.	Price on request