

Support Service Levels



Helpdesk Opening Hours	<ul style="list-style-type: none"> 08:30 – 17:00 Mon – Thurs 09:00 – 17:00 Friday (excluding UK Bank Holidays) 	
Contact Methods	<ul style="list-style-type: none"> Telephone - 0844 815 5671 Email - support@earnie.co.uk Fax - 0844 815 5675 Website - www.earnie.co.uk 	
1st Level Support	<p>All calls will be logged in line with the call logging procedures, by 1st level support staff. Where possible a resolution will be achieved at the time of the call. If a resolution cannot be achieved an investigation of the issue will be carried out and a decision will be made on the required action. Calls will be escalated in accordance with our internal escalation procedure by the 1st level support team if they require technical, development or management input.</p>	
2nd Level Support	<p>Staff with a higher level of technical expertise that includes operating systems provides second level support. This level of support will provide the ability to dial into client systems to investigate problems or issues.</p>	
3rd Level Support	<p>Our Customer Services Manager who is able to provide technical support and arrange for development support at a code level provides third level support. This stage of call resolution may also involve the main development team to resolve issues.</p>	
Call Escalation	<p>When a Call Resolution exceeds or is likely to exceed the timescales identified in this section, the Call will be escalated internally to the appropriate level within IRIS Software. At each stage of the escalation process, the customer will be kept advised as to progress.</p>	
Priority Level	Description	Target Response Time
Urgent	<p>Business critical issues with the software eg:</p> <ul style="list-style-type: none"> System is down and completely unavailable Payroll cannot be run BACS problems 	<p>Work to commence within 1 working hour and a resolution or workaround within 8 working hours.</p>

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High Priority	Part of the system not immediately stopping employees being paid but still of high importance. Eg: <ul style="list-style-type: none"> • Payslips • Payroll Summaries • Costing Journals 	Work to commence within 4 working hours and a resolution or workaround within 2 working days.
Normal	General assistance and advice with system use Eg: <ul style="list-style-type: none"> • Writing quick reports • Entering data • System navigation 	Response within 4 working hours and a fix or workaround within 5 days if required
Low	Minor errors and software bugs that are non-business critical.	Response within 4 hours and a fix or workaround within 28 days or in future service packs.
Site Visit Criteria	<p>Where our helpdesk has not been able to resolve the issue, we will use reasonable endeavours to make a site visit within 10 working days of you requesting one, at no additional charge, if the following criteria are satisfied:</p> <ul style="list-style-type: none"> • you notify us that there is a fault with one of the Licensed Products • The fault can reasonably be attributed to such Licensed Products originally supplied by us; • Telephone, email and modem support has failed or is unlikely to rectify the fault so notified; and it is likely that the fault can be rectified by a site visit. <p>Where we make a site visit which does not satisfy such criteria or where your acts or omissions have caused any such failure or where such failure is due to third party software, hardware or data not being part of the Licensed Products, we shall have the right to levy a reasonable charge for the site visit.</p>	

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Performance Monitoring

- Real time reporting systems – we are able to monitor all activity on a real time basis. This information is monitored by the helpdesk manager and accessible by the management team.
- Weekly Helpdesk Summary Reports – management information reports are produced and monitored weekly.
- Customer satisfaction surveys – We undertake client satisfaction surveys on a periodic basis. In addition to this following any on site support or consultancy we survey the client. This information is reported on at quarterly intervals.

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