Wizard Systems UK

Product Support Centre Policy and Procedures

Wizard Systems UK
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Wizard Systems Product Support

Objectives

Wizard Systems provides a telephone "Hot-line" support service to clients to answer technical queries and to resolve product problems. The primary objectives of our Product Support Service are fourfold:

1. To provide a quality support service to our clients by answering all enquiries and resolving problems in a timely, effective and professional manner.

2. To improve our service to clients and to increase client satisfaction of the service provided.

3. To maintain high standards through the quality of people providing this support service.

4. To assist customers during the initial product implementation.

This document highlights the standards we are setting for ourselves and how our clients can assist us in the timely resolution of their enquiries and problems.

How to Contact Wizard Support

Product Support Desk	Telephone: +44 (0) 1454 316800 Fax: +44 (0) 1454 313448
E-mail address	support@wizard-systems.com
Normal Working Hours	09.00 - 17.30 GMT Monday to Friday (Excl UK public holidays as follows) New Year's Day: 1st Jan
	Easter Holiday: Friday and Monday
	May Bank Holiday: first and last Monday in May
	Summer Bank Holiday: last Monday in August (first Monday in Scotland)
	Christmas day: 25th December
	Boxing day: 26th December
	You will be notified of any additional closures
Web Site	www.wizard-systems.com

Product Support Options

Telephone Support

Gives you access to the Product Support Centre at Wizard Systems UK between 09.00 to 17.30 Monday to Friday (excl public holidays). The deadline for logging new issues is 17:00. Telephone calls received between 17:00 and 17:30 will be scheduled as a call back for the next working day.

The maximum response time to recorded queries is normally 2 working hours. If there is no immediate solution, the problem will be progressed through to the software authors and, if possible, an interim solution will be provided. Our aim is always to eventually get a 100% fix.

Telephone Support is provided to all customers who have a current Support and Maintenance Agreement with Wizard Systems. In addition to telephone support, customers will also receive all new system releases, product upgrades and program fixes if they have the 'Maintenance' option.

Due to the large number and varied combinations of operating systems, networks and databases that form your operating environment, it may not always be possible for us to replicate your problem. In some instances we may have exhausted all means of providing potential solutions over the telephone and may therefore need to provide a remote connection, chargeable at the current rate, or arrange an On-Site visit, also chargeable at the current rate, in order to resolve your issue.

On some occasions we find that problems logged with our Product Support Desk are not always product related. On occasions such as these it may be necessary to charge for a consultant to visit, any charges to be agreed before invoicing you.

The Support Service is not intended to be a 'training service' and Wizard Systems must already have undertaken formal training. Support is not available to any organisation which has not been trained by Wizard Systems or an Authorised Training Centre (as authorised by the software authors).

Exclusions

The following is also excluded from the contract and can be provided at additional cost:
1. Installation or re-installation of any software
2. The building of Word Processing Templates, E-mail Templates, other Templates, Integrations with other applications, Automated Processes, Workflows, Scripts, or Reports
3. Support of the 'back-end' database like dBase, Firebird, Oracle or MS SQL
4. On site support
5. Implementation/Installation assistance or walk-throughs on any software procedure (e.g. 'How do I create a new report?')
6. Creation of New Users
7. Upgrades or patches to the software, unless your Contract includes 'Maintenance'

On-Site Support

On-Site Support is available on an ad hoc basis. On-site Support days are available at the current rate as a supplement to Telephone Support.

Different rates apply for weekends, evenings and bank holidays.

A timesheet will be completed by the consultant and must be signed by the customer preferably accompanied with a purchase order form. In all cases an invoice will be raised for the appropriate amount plus a mileage charge and travel expenses.

Helping Us to Help You - Support Procedures

Before you Contact Wizard Systems Product Support

To help our support specialists answer your technical query or resolve a product problem, it would greatly help if before calling, you would:

1. Please check with your own IT Department or Specialist, as they may be aware of any problems with your operating environment

2. Check with your designated Wizard Systems software Administrator/Specialist that there have been no changes made to the system recently which may have caused the problems.

3. Make a note or print all error messages, system codes, screen shots, or anything else that may help to explain what has happened. A screen shot could be 'pasted' into a Word Document and sent to us via e-mail.

4. Establish what release of the product/s you are calling about (if you have two applications integrated, we will need this information for both applications). Normally this can be found by going to **Help|About** in the software application. Always try and ensure you are on the latest release.

5. Make a note of what series of steps caused the problem and what has been done so far to try to rectify the situation.

6. Advise us whether this problem is consistent and if it can be repeated.

7. If you are having trouble doing something that used to work, determine if anything has changed at your site. Report any system configuration changes or changes in service that have been applied to your site.

8. Ensure that your organisation has a current Annual Support and Maintenance agreement with Wizard Systems.

When you Contact Wizard Systems Product Support

1. Telephone 01454 316800 and ask for technical support, or e-mail the details to support@wizard-systems.com

2. On contacting the Product Support desk, your problem/query will be logged into our call logging system and you may be asked for the following information:

   ◆ Your Software Licence Serial Number or Customer ID number

   ◆ Your name

   ◆ Your organisation name

   ◆ Your telephone number and e-mail address

   ◆ The release and version number of the software product/s you are currently using

   ◆ A brief description of your problem/query (as detailed above)

NOTE: Your call may not be logged if all required information is not available

On completion of your call, a severity level for the problem will be assigned by agreement with you based on the priority levels shown in the "Table of Priorities" contained in this document and you will be given a unique call reference number. Your call will then be assigned and escalated in accordance with the Wizard Systems support procedures. You should always quote the relevant call reference number when making any further communication concerning your logged problem/query.

If any subsequent information on this problem/query becomes available please ensure that Wizard Systems Product Support is made aware of this e.g., if the problem occurs more often and becomes more critical in nature, please raise the severity level of the problem. If a circumvention or resolution for the problem is found, then please inform us and advise us whether the severity level can be lowered.

How Serious Is Your Problem?

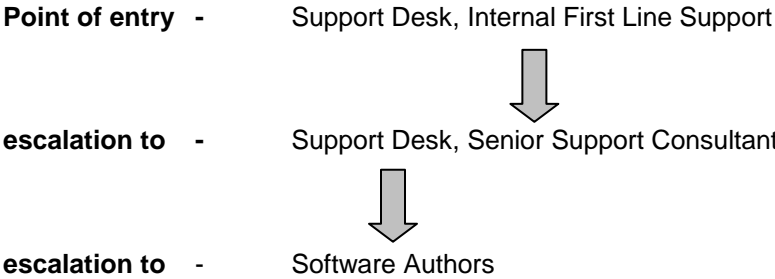**Call Priority Levels & Problem Escalation Criteria**

In order to establish a clear mechanism for the handling and management of customer problems logged with the Wizard Systems Product Support Desk the following information relates to the classification of problems and the manner in which problems will be managed during their lifecycle.

Levels of Wizard Systems Product Support

All problems reported to the desk will in the first instance be handled by first line support. The role of this person will be:

- to take the details of your call
- to provide you with a priority based on the criteria
- to provide you where possible with an immediate solution to your problem

Once a call is logged with the Wizard Systems Product Support Desk it could progress through a number of different support levels/consultants in order for a problem to be resolved, depending upon the nature and sophistication of the problem logged. The different levels of Wizard Systems support available are as follows;

Point of entry - Support Desk, Internal First Line Support

escalation to - Support Desk, Senior Support Consultant

escalation to - Software Authors

It is the objective of the support desk to resolve the majority of calls at the first line.

To ensure effective management and control by Wizard Systems all customer calls **MUST** be made to and logged with the Product Support Desk at Wizard Systems UK and no other point in the support hierarchy.

All response and escalation times are based on the Wizard Systems Support Desk hours of operation, these being between 9.00am to 5.30pm, Monday to Friday (excl public holidays).

Call Priority Levels

Each call logged with the Support Desk will be assigned a priority level based on the known severity of the problem at that time. The priority level assigned will determine the level of service to be applied on a call and the timescales laid down for the management and ultimate resolution of a problem. The times given in the table below relate to response times only, it is not possible to provide definite problem resolution fix times.

Table of call prioritisation examples

Level	Call description	Examples
1	Live system down or the complete system is not functional and is severely impacting the customer's business.	System will not start/is corrupt. ALL users cannot log in.
2	The live system is ineffective for some key tasks but is still operational.	Installation problem/set-up issue
3	The customer is experiencing a problem that is causing inconvenience.	Problem only affecting a limited number of work stations or is related to loss of a minor function.
4	The system is fully operational but customer requires a degree of technical assistance.	'How to' type Questions like how do I create a Group on records with a certain location.

Making Customer Contact

If after 4 attempts it has not been possible to contact a customer to provide an update or resolution to their open call by either speaking to them (or a colleague) directly or by leaving a voice mail message, the Wizard Systems Product Support Desk will send an E-mail to the customer contact with the relevant information. **At this point it then becomes the customers responsibility to contact Wizard Systems for further information or assistance.**

It is the objective and responsibility of the Wizard Systems Product Support Desk personnel to use their best endeavours to provide customer support and problem resolution timescales that fall well within the response times provided.

Escalation of Open Calls

The escalation of open calls will be performed on a hierarchical basis, starting with the problem resolution responsibility passing to the Product Support Manager and escalating upwards, to eventually end with the Managing Director when necessary.

Updates on the status of open calls will be given to the customer contact with details of what is happening and planned actions for a resolution at regular intervals.

New Releases and Support of Old Releases

New Releases

When a new release of software is about to be released for General Availability (GA), usually after a Limited Availability (LA) period, then our customers are notified. Clients will receive from us information of the new release and what enhancements and features are included. If you find that you have not received anything from us please contact us and we will send you the information and update our database so that you will receive future announcements.

Old Releases

Subject to a customer having an up-to-date Support and Maintenance agreement, Wizard Systems policy for supporting back releases is as follows:

1. When a new release of a product becomes available Wizard Systems will support the previous release.

2. If you experience a problem with a release that is no longer supported, any fixes that were written for that release can still be made available to you. However, we will advise you to upgrade as we will not be in a position to provide new fixes.

3. We shall always endeavour to solve a problem wherever it is possible to do so.

Should you encounter a problem with an old release of one of our products, we suggest that you contact the Product Support Centre as they may be able to offer assistance.