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Support Guidelines

Software Support

Providing you with a high level of technical support is of prime importance to us. As well as being able to answer your queries our support staff will also be able to inform you about the latest software releases, and provide hints and tips to ensure you are getting the most out of the software.

Support Commitment

We recognise that the systems, software and services that we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to do this by providing efficient support, resolving the majority of calls at first-line contact. We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

Logging A Support Call

The quality of information you provide the Support Centre when you log a support call has a direct impact on the speed at which it can be resolved. Before you call, check all available documentation to determine whether the situation you are experiencing is a normal system operation.

Please have the following information to hand before logging a call:

- Your name, company and telephone number
- What feature of the system are you trying to use?
- Have you used this feature before?
- What were you expecting to happen?
- What is happening?
- The precise nature of any error messages?
- Is the problem common to all users?
- Has the problem occurred before?
- Has this feature worked previously?
- If so has anything changed?
- Is the problem reproducible?
- If so what are the exact conditions?

All support calls you place with Access via the Support Centre will automatically be allocated a unique call reference number. The person taking your call will provide you with this number for your future reference.

If your call concerns a number of separate issues, please indicate this so that each problem may be logged separately. Within one hour of receiving your call, a Support Engineer will respond, either resolve the problem or initiate the next stage in the investigation.

PLEASE NOTE : In order to assess the quality of the service that we deliver, and to aid staff training, your calls may be recorded .

Call Priority & Escalation

When you place a call, or when a Support Engineer initially responds, the nature of the problem will be discussed with you. From this discussion an appropriate priority will be agreed and recorded against your support log entry on the database. It is important that you agree this priority with the Support Engineer. Guidelines for the priority of a support call are shown in the table on the following pages.

Priority Level	Description / examples	Response Target	Resolution Target
P1 (critical)	<p>Description : Severe system failure. Majority of Users unable to access the system due to a failure in an aspect of the software critical to the business.</p> <p>Examples : SQL Server down All users unable to login. Unable to run payroll and payroll run deadline at risk.</p>	<p>Response : For calls logged by telephone, immediate response, for calls logged by other means, response within 1 working hour. Senior support staff updated immediately</p> <p>Updates: hourly unless agreed otherwise with the client</p>	ASAP but 4 working hours if resolution within Suppliers control and no delay from other parties. In the case of a major hardware failure this response target excludes those cases where a full software install is required which will not be deliverable from the Support Staff.
P2 (high)	<p>Description : This would occur when an entire process is down or cannot function and there is a time-critical business need</p> <p>Examples : Unable to process sales orders Unable to process invoices Unable to run Period End Statements not printing preventing credit control processing Unable to process a time-critical payment run Unable to mail or email campaigns from CRM Unable to process staff leavers HR self-service unavailable</p>	<p>Response : Within 1 hour. Updated to senior support staff within 3.5hrs and then updated at least every 8 working hours</p> <p>Updates: 4 hourly unless agreed otherwise with the client</p>	75% of issues resolved or workaround provided within 4 working hours. This is on the basis that this is within Suppliers control and no delay from other parties. Target all calls to be resolved within 2 working days
P3 (normal)	<p>Description : Incidents affecting a single User and/or non-critical function. Client would like the call closed as promptly as possible but not urgently. Not affecting day-to-day operations.</p> <p>Examples : Reporting discrepancy Stock cost price or valuation anomaly Error message received that only affects isolated transaction(s) Unexpected behaviour from a software feature of function Synchronisation issues between applications and devices.</p>	<p>Response : Within 4 hours</p> <p>Updates : Update client at least every other day and where the severity demands and is agreed, up to every 4 working hours</p>	80% of issues resolved within 24 working hours Target all calls to be resolved within 4 working days
P4 (low)	<p>Description: This allows us to identify that the problem is only material to the person making the</p>	<p>Response : Within 4 hours</p>	1 business week

	<p>request and is not important or pressing. These calls will be rare.</p> <p>Examples : Control account discrepancy – but not holding up processing or deemed serious. Minor mis-posting that needs correcting. Queries on aesthetic elements of the software or help</p>	<p>Updates: every 4 days unless agreed otherwise with the client</p>	
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Exclusions

Support is provided on Access software. Other 3rd party applications may supported by specific arrangement. Unless specifically referenced the service does not cover support the surrounding IT infrastructure including operating systems, networks, comms, SQL Server, Citrix, Terminal Server, and IIS as examples. The following matters are expressly excluded from the service but may be provided subject to a separate arrangement. Training, tax or accountancy advice, business advice, system installation or implementation, data transfer services; site visits, investigation into or corrections to data loss or corruption.

Escalation Process

Your call will then be escalated based upon its priority level. All actions are recorded to ensure an accurate record of the call history is maintained. If at any time a call reaches an escalation point, notifications are sent to personnel within Access to ensure visibility of problems and to make sure that appropriate resource is allocated to solving the problem.

<i>Level</i>	<i>Personnel</i>
One	Support Engineer
Two	Support Team Leader
Three	Support Manager
Four	Customer Services Director

Call Closure

Whenever a support query is resolved by us we will contact you, either by phone or email, to confirm that you are happy with the resolution.

Hours of Support

Telephone support is provided on the operation of the software, and is available to users between 9am and 5.30pm, Monday to Friday excluding Bank Holidays. We operate a reduced service over the Christmas period 24/12 – 02/01.

Support Includes: telephone, fax, email and remote dial up support during normal working hours, but excludes telephone training, site visits, and installation of software of version upgrades.

Remote Support

Remote Support is available by internet based remote control services (TeamViewer or GoToAssist).

Access have a Microsoft ISA firewall acting as a VPN server across the internet on a permanent ADSL connection using 1 fixed IP Address. We support vpn connections across the internet using PPTP or LT2P/IPSEC with certificates or pre-shared keys supporting the NAT-T traversal protocol. The customer will need to configure their own vpn and internet connectivity.

Call Logging Methods

Log your call on the Web

[This is our preferred method of receiving your call.](#)

It allows us to route your call directly to the most appropriate engineer and allows you to select the priority for your call. Please go to www.theaccessgroup.com/help and then select the option to "Log New Issue". You will be prompted to login. If you have not used the user support web site before then please select the option to Register as a user. The support web site contains a host of useful information as well as call logging and call review.

Log your call via email

Please send your query to the appropriate email address below. Please include as much information as possible about the software version you are using and the issue that you need help on.

Accounts	Support.Accounts@theaccessgroup.com
Payroll	Support.Payroll@theaccessgroup.com
Focalpoint	Support.FocalPoint@theaccessgroup.com
Service Manager	Support.SME@theaccessgroup.com
HR	Support.HR@theaccessgroup.com
Add On's *	Support.AddOns@theaccessgroup.com
Goldmine	Support.GM@theaccessgroup.com
Manufacturing (ASC)	Support.ASC@theaccessgroup.com
Orbis Task Server	Support.Orbis@theaccessgroup.com
Software Developers Kit	Support.SDK@theaccessgroup.com

(* this covers products such as Transaction Broker, Dashboard, Executive Desktop & Access Office Integration)

Log your call by phone

In order to log a call via the phone the product DDI numbers should be used:

Accounts	0845 337 4820
Payroll	0845 337 4821
Focalpoint	0845 337 4822
Service Manager	0845 337 4824
HR	0845 337 4833
Add On's *	0845 337 4825
Goldmine	0845 337 4826
Manufacturing	0845 170 9999

(* this covers products such as Transaction Broker, Dashboard, Executive Desktop & Access Office Integration)