



ELITE DYNAMICS

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Customer Support & Aftercare Information



Microsoft
Solutions Partner

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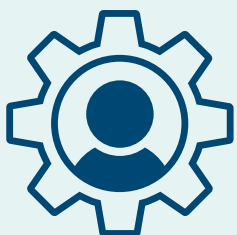
Welcome to Elite Dynamics Support & Aftercare

We have put this document together to help you understand how our support system works and what procedures and processes we have put in place to ensure you obtain a response in a timely fashion, and receive excellent customer services.



Who Can Log Support Calls?

At the time of the initial implementation, you would have had system administration training which is also known as '**Super User**' training. Your Project Consultant will hand over to our Support Team the names of the person(s) that attended this training session and only '**Super Users**' will be given access to the Customer Portal to log support calls.



Super Users

Your role as a Super User is to investigate any issues before contacting Elite Dynamics Support.

How Do I Log A Support Call?

Customer Portal

A Support Consultant will set up your access to the customer portal. You will receive an email invitation to register. During your welcome meeting, they will walk you through how to log a support call via the portal.

The portal provides visibility of all tickets raised by members of your team, allowing everyone to track and monitor progress in one place.



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What Happens When I Log A Support Call?

We have put a process in place to ensure you receive a timely and effective response to your support call as follows:



1. Log a Support Ticket

Upon notification of your Support call being logged on the Customer Portal, you will receive an email that your case has been logged enclosing your unique support reference number.



2. Investigation

A Support representative will investigate your call, providing there is sufficient information (please see section 'What information should I supply').



3. Escalation

If Support establishes the issue is software related this will be escalated to our Development team.



4. Software Change Request

If Support establishes the issue is a Software Change Request, your call will be passed on to your Account Manager.



5. Response

The response time will be dependent on the nature and complexity of the issue. However, we will endeavour to resolve it as quickly as possible and within the timeframe of your agreed Service Level Agreement (SLA).



6. Resolution

Throughout the whole Support process you will receive regular communication, updating you on the progress until we have a resolution.

What Information Should I Supply?

For us to answer your queries quickly and efficiently, it will be necessary for you to supply as much information as possible. The following is a guide to the type of information we require to enable us to resolve your issue in a timely manner:

- What Database are you in? (Live or Test)
- How many users does the issue effect?
If more than one user, please provide their username.
- Supply a clear description of the issue being experienced. The more information you supply the easier and quicker it will be for us to diagnose the problem.
- Detail the exact process by providing a step-by-step guide, including any filters being applied.
- Attaching screenshots is always helpful, particularly when messages/errors are displayed.
- Confirm the priority of the call so that we can allocate the appropriate priority level. For example, High, Medium and Low priority.

We use Microsoft Dynamics CRM for our internal support system, and we have automatic customer journeys in place. If we do not receive sufficient information, you will be asked to provide more information within 4 days and you will receive reminder emails in between. If we do not hear from you within 4 days, we will assume you no longer require support, and your call will automatically be closed.



Remote Access

Often when investigating an issue, we will request to log onto your machine to look at the exact process and data to identify the issue.

We will use remote control software such as Microsoft Teams to do so.





Hosting

Our Support Team are not responsible for permissions or user setup. These areas are completed during implementation and would have been covered in your training during the project phase.

During your system training, you will have been shown how to create new users, reset passwords, and manage other basic administration tasks.

However, if you require assistance, please ensure you provide the following information when contacting us:

- Full Name of new user.
- Email address of new user.
- If the new user is a full or limited user.

Please also note that you will be charged per user per month for every user that is active on the hosted environment, even if they are active for one day within that month. Therefore, it is recommended that you put a process in place to review the required users monthly, prior to the end of month so we have time to remove any redundant users before the beginning of the following month.

How To Contact Us

All support calls are to be logged on the Elite Dynamics Customer Portal. However, if you do wish to speak directly with a Support Consultant, here are the details:



support@elite-dynamics.com



+44 (0)161 641 8926



Help Desk Hours

Mon - Thur: 9am to 5:30pm

Fri: 9am to 5:00pm

Closed all public holidays in England and Wales.





Support Service Level Agreement

The standard* support services shall be provided during normal working hours and shall comprise:

- A telephone help desk to provide first-line technical support to users of the supported software;
- An email address monitored during normal working hours to provide first line technical support to users of the supported software;
- Provision of a unique identification number for each issue notified to Elite Dynamics and regular updates until resolution;
- Remote diagnosis and, where possible, correction of faults, more specifically to correct all data and failures of the software to comply with any warranty or term of the agreement (as if such warranty or term continued beyond its expiry date).
- Installation of maintenance releases on the customer's equipment and handover to the customer for acceptance testing;
- Report of current and recent support issues on request from the customer representative;
- Account meetings will be held between the Customer Representative, the Account Manager, and any support staff deemed appropriate from time to time. These meetings will take place at least once in each contract year, at a customer office location, and at a time agreed between the Customer Representative and the Account Manager. The purpose of these meetings is to discuss the provision of the Services, review achievement of the Service Levels, and address any other relevant matters.
- On request from the customer, training in the use of any functionality in a maintenance release, at charges to be agreed.

**Please refer to your contract with us to find your exact service level agreement package.*

Severity Level	1. Critical	2. Major	3. Minor	4. Minimal
Response Time	2 hours	4 hours	8 hours	3 days
Workaround Time	4 hours or less	8 hours or less		
Resolution Time	1 working day	3 working days	10 working days	1 month or by agreement
Application Problem Definition	Major failure of the operation of the NAV Application affecting a large number of end users in terms of system availability or stability.	Serious Error / Problem that affects one or more core function in Application.	System Bug /Non-critical Error that can be tolerated.	Minor application errors are occurring, but these are not affecting the accuracy of the information displayed to end users.
Examples	System keeps crashing, locking out users, requiring reboots.	Slow (non-network-related) Performance, Incorrect Postings, Unable to Create Invoice, Serious Data Errors (caused by application or Hosted Environment).	Screen showing wrong value, Reporting errors, Non-core Function not available /crashing out.	Minor spelling or graphical errors that do not affect the display of information within the application.

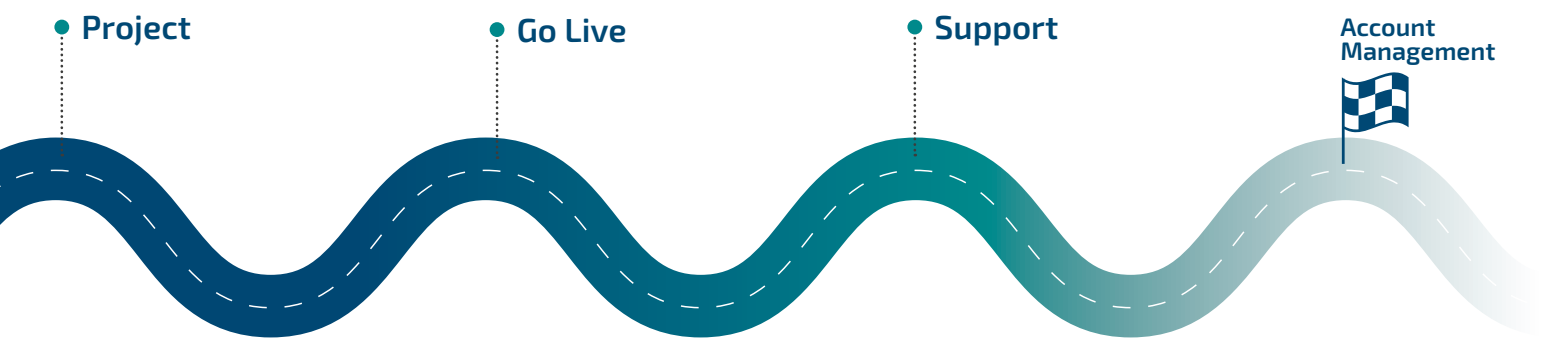
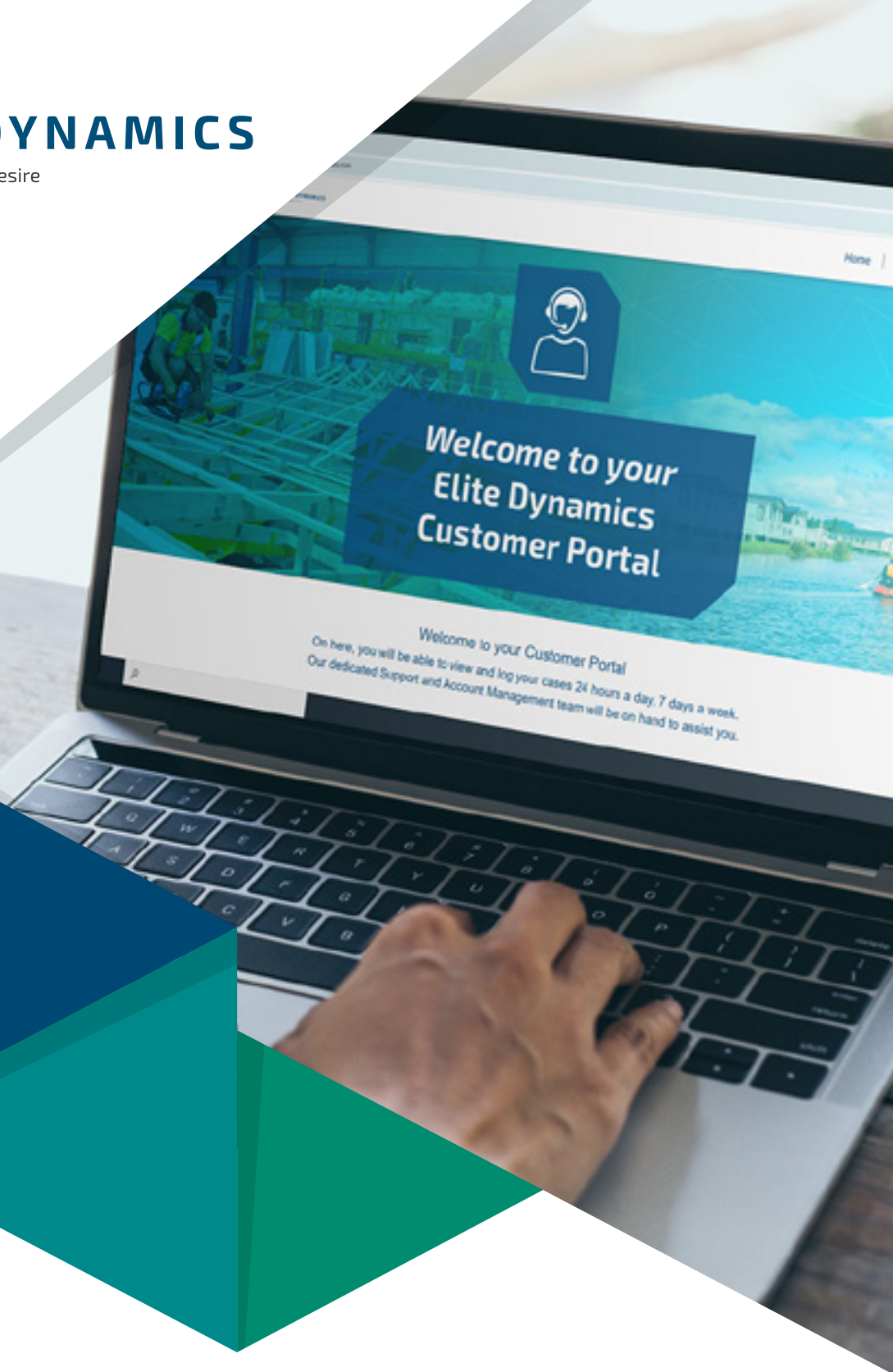
The customer shall determine the severity level to be associated with each incident. If Elite Dynamics disagrees with that determination, then the matter will be escalated to the customer's representative whose decision shall be final.





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