

OVERLINE

Customer Support Handbook

CX Operations

11/23



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A full list of its trading subsidiaries is available at www.oneadvanced.com/privacy-policy/

Introduction

The Advanced Support handbook is here to guide you through getting the best from Advanced Customer Support. We will explain how you can utilise your support options to maximize the benefits for you and your organisation. Unless otherwise stated, support in the context of this document refers to application support.

Please note that information in this handbook can be subject to contractual variations, and may change at any time to improve on the level of service that we provide.

The latest version can always be found at: www.oneadvanced.com/supporthandbook

About Advanced Customer Support

Advanced customer support is committed to delivering an exceptional service, and to partnering with our customers to ensure the successful deployment and use of solutions and services. We continually review our practices to improve internal operations and deliver a service that meets your diverse business needs.

Our support teams are staffed with experienced support professionals who are knowledgeable about the wide range of Advanced products and related technologies. For details around how to get in touch with our support teams please refer to [Contact the Support Team](#).

Our Support Services offer:

- General system queries and advice
- Incident submission, management and reporting
- Knowledge Base and/or FAQs
- Product feedback mechanism
- Software maintenance and legislative updates
- Some 1st line support for Third Party products supplied and/or shipped as part of the Advanced solution.

All incoming customer enquiries are answered directly by our support teams according to expertise and availability. The support management team monitor open incidents and make available appropriate resources to facilitate the resolution of support cases. This process provides a formal mechanism to deal with more complex issues and ensures that the Advanced high standards of customer service are maintained.

As part of our continuous improvement plan we are always keen to understand how you feel about the service received when interacting with Advanced. Every time we close a case, an online questionnaire will be sent asking for feedback on the service you've received from the Advanced support teams. This is used to monitor and evaluate the service we deliver and to ensure we improve your experience with Advanced.

Advanced Support Services

Customer Portal

The customer portal is one of the interfaces between customers and the Advanced support teams. It is available 24 hours a day, seven days a week, 365 days a year, and provides a quick and easy way to log your support case and a central point of contact for assistance with your queries.

To login or register for the support portal please use the following link:

<https://customers.oneadvanced.com>

The Customer Portal contains a wealth of information on the Advanced solutions you use, including useful hints and tips about your software. It is continually evolving, and is designed to simplify and accelerate the process of raising support cases.

Case Creation and Management

The portal is the quickest method to create new cases, as well as being the only place to see and manage all of your existing cases. When raising cases via the portal, you have the ability to select either an Incident, Service Request or Change Request. This case then routes directly through to your support team who may reassign the case type to ensure that cases receive the appropriate concentration. For explanations of the tickets you can log please see [Types of Support Request](#). On the portal you can determine the priority level with the exception of Priority 1 cases which should be logged via the phone. Similarly to case types, our support teams may review the priority of the case once logged. For details regarding priority levels please review our [Priority Levels and SLA's](#).

As part of our continuous improvement plan we are working on enhancing your user experience, and have started to introduce visibility of our cases with our development teams (Problem records). Though currently limited, we are actively working on Problem visibility to ensure you can track and monitor all aspects of case progression through your support portal.

Knowledge Base

Our extensive knowledge base is your centralised point of product information: from how to guides to FAQ's, these articles cover key information, commonly asked queries and features related to our software and is continually growing to serve you as quickly as possible. You can use the portal to instantly access newest releases, latest patches and downloads, with all related release notes. You don't need to log a case, this is all up-to-date and available for you to access.

Ideas Portal

The Ideas Portal enables you to create and submit new ideas, vote for existing ideas and comment on ideas logged by other users. This is a way for you to help shape the future of our products and share your ideas directly with Product Management and other users. Our team of Product Managers love receiving your feedback and have a passion for ensuring our products continue to meet the needs of our customers and the market. The Ideas Portal is for logging new ideas and improvements/enhancement suggestions only; these will be reviewed and considered for future product releases.

Additional Self-Help Resources

Beyond the resources available on the portal, a lot of our software has inbuilt help files which replace the traditional "User Manuals". Some have search functionalities to help assist you with your queries, which can facilitate a quick turnaround by providing detailed information on a specific area of the software.

Training Notes are another resource which we advise you to utilise. During Customer End User training we encourage you to make notes which can form part of your personal knowledge base and should be viewed as a source of information, which may be used to resolve an Incident.

Before You Contact Us

There are several steps you can take to help our support teams resolve your issue as soon as possible. Where possible, please try recreating the issue and determine any contributing factors so you will be able to let our support professionals know the business scenario and impact. In most cases, our teams will need to recreate the issue themselves before they are able to resolve it, and providing these steps will assist in reaching a swift resolution to the incident.

Where appropriate, please explore with your local IT infrastructure support team or Super User before contacting Advanced to raise a support request. Where Super Users or Lead Sites exist, Advanced will have provided focused training for key personnel/lead sites in your organisation prior to Go Live. Please ensure any issues are triaged by these internal resources prior to contacting Advanced. For further details please see Requirements for the Provision of Support.

Contact the Support Team

There are a number of options available to you when contacting our support teams which are detailed below:

- **Customer Portal**
For an overview of all key portal features please refer to Customer Portal
- **Phone**
You can call our dedicated support lines to speak directly with one of our experienced support professionals

When you log an incident with support, please ensure that no Personal Identifiable Data is included in the communication. For further details, please review [Personal Identifiable Data](#). **Specific details regarding contact hours and contact details can be found in the [Appendix](#).**

Speed up the Resolution Process

When contacting the support teams providing the following information (where applicable) can expedite the process of reaching a resolution:

- Your organisation name together with your name and contact details
- Product/Service, version and module where the issue is occurring
- The area/screen where the issue is occurring
- The priority level, for help on how to determine this please see [Priority and SLA's](#)
- The Case Reference Number (if calling regarding an existing case)
- Whether the issue is reproducible, with corresponding steps to recreate
- The number of users affected
- Whether there have been any changes to the system recently.

Types of Request

We categorise your requests as distinct case record types which are outlined in the table below.

| Case Record Type | Definition |
|----------------------------|--|
| Incident | An Incident is an unplanned interruption to an IT service or reduction in the quality of an IT service |
| Service Request | A Service Request is a user request for information or advice. A Service Request can be part of a support request or standalone |
| Change Request | A Change Request is a formal request for an adjustment to the product |
| Problem | A Problem is a root cause of one or more Incidents. A Problem is usually raised in response to one or more Incidents |
| Enhancement Request | An Enhancement Request is any product change that increases software capabilities beyond original specifications. This cannot be raised through the support desk and should be logged through the Ideas Portal within your Customer Portal |

Priority Levels and SLA's

When creating a case a priority level will be determined by mutual agreement between yourself and Advanced. For Priority 1 cases we always encourage our customers to log via the telephone to ensure that they receive the relevant attention as quickly as possible and minimise any disruption to your operations. Once a priority is allocated, Advanced will very rarely alter the priority of an Incident and will never do so without discussion with you.

The priority of an Incident will direct the application of resources within Advanced support services. For all priorities you should expect to receive email confirmation that a case has been raised. You may also receive additional information or be contacted by a support professional within this hour, depending on the priority of the Incident raised.

| Priority | Business Impact |
|----------|---|
| 1 | All or critical functionality unavailable, causing significant operational impact or system unusable. Any data breach will be initially accepted as a P1 but may be downgraded to a lower severity level based on the impact and risk analysis. |
| 2 | Critical functionality unavailable, but interim workaround is available and accepted by Customer based on reasonable business criteria |
| 3 | A problem not preventing operations but with the potential to do so if unresolved |
| 4 | A minor problem either cosmetic or otherwise, and not preventing the operation of the system. Low impact/cosmetic |

Advanced uses three metrics for determining the order in which Incidents are processed.

- **Impact**
The effect an Incident has on business.
- **Urgency**
The extent to which the Incident's resolution can bear delay.
- **Priority**
How quickly the service desk should address the Incident.

Priority is dependent on impact and urgency. You will be asked the impact and urgency of your issue and the priority will be assigned from these as set out below:

| Priority Matrix | | Urgency | | |
|-----------------|--------|---------|--------|-----|
| | | High | Medium | Low |
| Impact | High | 1 | 2 | 3 |
| | Medium | 2 | 3 | 4 |
| | Low | 3 | 4 | 4 |

An appropriate SLA or Service Level Agreement is assigned to each of these priorities and consists of a 'Target Response Time'. Target Response Time consists of both a First Response and Resolution target, and this initiates when a priority is allocated to a case.

While most incidents will be resolved by our 1st and 2nd line support professionals, some will require escalation to 3rd line teams. If we have been able to provide a workaround, we may close your incident but continue to investigate a root cause through our problem management process using a problem record. If this is the case, we will keep you informed throughout the investigation until a permanent fix is available. Where the 3rd line team concludes that the incident requires resolution by a software or data fix, our 3rd line resolution targets will apply.

If during the investigation of the issue, Support discovers that the fault is potentially with the client's infrastructure, server configuration or Anti-Virus setup then a call will be arranged to discuss the fact that any further work could become chargeable, due to the fact the issue may not be related to the supported application.

Our standard SLA's can be found in the [Appendix](#), and can vary depending on your product(s), service and date of contract. **To determine your exact SLA's please check your contract.**

Case Status

Each case logged with our support teams is assigned a Status. You will have visibility of the status code on the portal, and this reflects:

- The status of the issue
- The party the Incident is awaiting action by (Customer, Advanced, Third Party)
- Whether the SLA clock is active or paused

Whenever you update support via the portal the case status will automatically update to "Review".

Hours of Operation

Advanced support services are provided by a number of support groups, focused on specific offerings and products. These support groups are based at various Advanced office locations around the UK and Ireland. This ensures that we provide the same high standard support that our customers have come to expect whether they have one or multiple of our products.

Customers in the UK with a standard support plan will have access to the application support teams Monday to Friday (excluding English public holidays) during our core hours. Customers outside the UK may have separate contractual arrangements for support and should contact their Account Manager for clarification.

Outside of contracted hours issues may still be logged via our customer portal, where our knowledge articles can also be reviewed which may offer resolutions.

Specific contact hours are detailed in the [Appendix](#), or can be found in your contract.

How to Request Further Assistance

Advanced support services have internal procedures in place to monitor and internally escalate Incidents, but there may still be occasions where you may wish to increase awareness of an Incident.

Request Further Assistance should be used when you feel that the normal support process is failing to provide an adequate resolution to an Incident, and such failure is adversely affecting

your business operation. Please refer to the [Appendix](#) for our standard target first response times.

Further Assistance can be requested either via the customer portal (see below) or by contacting one of our support professionals. Requests logged via the customer portal will become active once they are confirmed to meet the relevant criteria. Once a request is logged on the case, the relevant Advanced support professional is alerted to initiate the relevant actions.

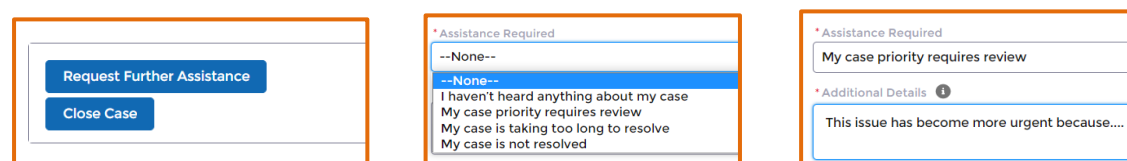
The following table describes the process and appropriate actions at each stage:

| Escalation | Escalation Point | Actions |
|------------|--|---|
| First | Support Professional | Review Incident. Develop plan. Implement plan |
| Second | Team leader/1 st Line Support Manager | Review plan. Review previous escalation; Develop and implement new plan |
| Third | Support Management | Review Customer situation. Develop and deploy relevant departmental resources |
| Fourth | Head Of Support | Review Customer situation. Develop and deploy relevant company resources |

Where to escalate an incident on the Portal

Log into the portal and navigate to the *Cases* section. Open the case which you would like to request further assistance with.

In the top right of the screen you will see a button which allows you to request assistance, populate a reason from a drop-down menu, and a free text box for you to offer further context.



Once you have submitted this request, the support team will review it and get back to you as soon as possible.

Support Delivery Information

Remote Access

Advanced may require remote access to your system via ScreenConnect for the purpose of resolution of Incidents and Problems that need to be further investigated. Failure to allow remote access may result in considerable delays in resolving Incidents.

Reasonable endeavours to reach a resolution will continue to be provided by telephone and the customer portal. Alternatively, support may request a copy of your data for further testing.

Data Requests

There may be instances where your data is required in order to carry out testing and to ensure minimal disruption to your operations. In these instances, you should ensure data is anonymised before it is supplied to support. If it is not possible to anonymise the data, Advanced support may need a copy of the data which includes Personal Identifiable Data in order to resolve the Incident. On request, we can write scripts to anonymise data on a chargeable basis.

Any customer data supplied to Advanced will be held on a secure server in the UK but for the purposes of resolution, controlled remote access may be given to Advanced Development teams based outside of the EEA in India. At no time will the data be copied to an asset in India for the purpose of incident resolution. Once an Incident is resolved any PID will be deleted from Advanced servers in the UK.

Where clients choose not to provide a system copy, it is unlikely that Advanced Support Services will be able to resolve the Incident with the Support Services set out in this Handbook. Where applicable, a quotation for on-site services will be provided as an alternative, and the Incident closed.

Virtual Environments

Many Advanced products are certified to run in a virtual environment such as VMWare. However, some of our Technology Partners, such as Oracle, have their own policies regarding virtual environments. In these instances support will only be provided for issues that are either known to occur on the native Operating System or can be demonstrated not to be as a result of running on a virtual environment (See Oracle Support Announcement ID 249212.1).

Advanced adopts the same position as their Technology Partners with regard to support in virtual environments.

Product Support Lifecycle

Updates, Upgrades and Feature Enhancements

Advanced recommend that Customers keep current with the new releases and software maintenance updates to take advantage of advancing technology, legislation and customer-inspired enhancements. Access to these new releases is your entitlement by investing in your maintenance and support contracts.

Maintenance updates address one or more specific Software/Hardware issues. These updates are generally only available for customers with valid Support and Maintenance agreements on the latest version, although they may incur services charges to implement. Your support professional will provide guidance on taking delivery of maintenance updates.

Legislative updates are issued as and when required at the discretion of Advanced. Legislative updates may not be included as part of annual Support and Maintenance, in these circumstances additional charges may apply.

Maintenance Renewals

Advanced Application Software solutions are an investment in your business, helping you achieve competitive advantage, efficacy and much more. Renewing your annual Support and Maintenance provides extra resources to optimally sustain and enhance the value derived from Advanced applications.

As and when new major releases are issued, older versions will be subject to a period of limited support until such time as the release is no longer supported. On occasion, Advanced may agree a longer period of transitional support than is provided for in the Advanced de-support plan. Variations to transitional support are separately chargeable in addition to standard support fees and are solely for the purposes of assisting you with migrating to the latest major release of the software in agreed timescales.

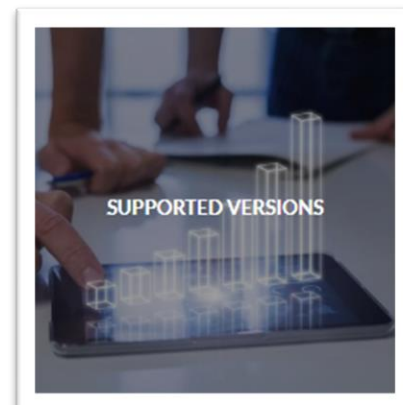
Customers who are not on an active version of the software in line with our Supported Versions Policy will receive limited support, where our support professionals will apply reasonable endeavours to provide assistance. However, where there are no plans in place to migrate to a version of the Software which is supported in line with our Lifecycle Policy support may no longer be provided through Advanced. Customers in this position will also be required to terminate use of the product and comply with the contractual provisions regarding termination. When a version is eventually retired, the only support option available is online self-service via the available knowledge bases on the support portal.

Any customer who does not renew annual Support and Maintenance may be subjected to additional fees. Costs may be incurred from maintaining retired hardware and operating systems, and/or extra charges from Advanced for support and maintenance agreements.

Supported Versions Policy

Advanced Application Software Support and Maintenance is provided for the current release of each product (Active (Current) in the Version Table) plus a limited number of former releases (Active Versions in the Version Timetable). Older versions are categorised as either with 'Limited Support' or 'Retired'.

Exceptions may occur where, for example, Third Party components require Advanced ceases support earlier. In these circumstances Advanced will notify you of any changes to your support where appropriate to do so.



Please refer to 'Supported Versions' on the portal for further details including the Version Timetable, as the policy varies dependent on product.

Data Protection Policy

Our Policy

We have worked hard towards establishing an efficient data protection compliance framework within our organisation and comply with our obligations towards processing Personal Data.

For details regarding our Privacy Statement please visit the Advanced website:
<https://www.oneadvanced.com/privacy-policy>

Alternatively, our full data protection policy or GDPR FAQ is available on request. Please contact our support teams who will be able to provide this to you.

Personal Identifiable Data

In order to maintain security and comply with the applicable data protection legislation, when you contact us no information can be taken from you that uniquely identifies an individual beyond what is available in the public domain.

In the case of Health related data, when you contact us no information can be taken from you that uniquely identifies specific patients except for the Patient ID number.

All Advanced Health & Care staff are required to complete the mandatory Information Governance training as part of their induction and before they are allowed to access your data. Therefore, if you call us and quote patient names, dates of birth, addresses or any other information that identifies patients except the patient ID number, our staff cannot note down this information in your Incident.

If such information is received, Advanced are obliged to destroy the communication, and will contact you to obtain anonymised information instead. It is your responsibility to ensure that no patient identifiable information is uploaded to the Portal.

Appendices

I Support Team Contacts

Application Support

Customers in the UK with a standard support plan will have access to the application support teams Monday to Friday (excluding English public holidays) during our core hours.

Some products offer extended hours which are detailed in the table below.

Managed Service/hosted solution support

As set out in your customer contract, support may be offered up to 24/7.

In some instances, customers receive support from Advanced Resellers who will provide the infrastructure to receive and process customer calls and liaise with Advanced where required to facilitate a satisfactory resolution to an Incident. Although Advanced provides interfaces and/or integration with various 3rd party products (e.g. web browsers, word processors, spreadsheets, email clients, email servers, reporting, dashboard and viewing products, etc.), the customer is responsible for the setup, support, use and maintenance of these products. Where the 3rd party product is certified by Advanced to be compatible with Advanced Software, then guidance will be provided on the interface aspect only. **Customers with a Managed Service/hosted contract**

with Advanced may have support for certain 3rd party applications. Please check your contract for details.

Outside of contracted hours issues may still be logged via our customer portal at <https://customers.oneadvanced.com>

The following table will provide contact information for each of our products including hours of operation and phone number - Unless explicitly stated otherwise all times shown refer to the current time (either Greenwich Mean Time (UTC+00:00), or British Summer Time (UTC+01:00)) prevailing in London, England:

| Product Area | Product | Hours of Operation | Phone | |
|---------------------|--------------------|---|---------------|---------------|
| Advanced Healthcare | Adastra | 24/7 | 0330 343 0067 | |
| | Adastra 111 | | | |
| | Odyssey | | | |
| | Advanced Community | 9am-5:30pm Monday to Friday (excluding UK Public Bank Holidays) | 0330 343 0067 | |
| | Crosscare | | | |
| | Carenotes | | | |
| | CareDirector | | | |
| | CareDirector Youth | | | |
| | CareCloud | | | |
| | Caresys | | | |
| | Staffplan | | | |
| | Docman Connect | | | 0330 303 1190 |
| | Docman EDT Hub | | | |

| | | | |
|----------------------------------|--------------------------------|--|---|
| | Docman RMS | | |
| | Docman Share | | |
| | PATCHS | 8am-6pm Monday to Friday (excluding UK Public Bank Holidays) | 0330 303 1274 |
| | CareDirector (US) | US/Canada: 8:00am – 8:00pm (EST) P1 Only | US/Canada: 1-833-947-3230 |
| | Docman 7 | 7am-7pm Monday to Friday (excluding UK Public Bank Holidays) | 0330 303 1199 |
| | Docman 10 | | |
| | ISOSEC | | |
| Business Tax Portal | Business Tax Portal | 9am and 5.30pm Monday to Friday (excluding UK Public Bank Holidays) | 0330 343 0057 |
| Cash Flow Forecasting | Cash Flow Forecasting | 9am and 5.30pm Monday to Friday (excluding UK Public Bank Holidays) | 0330 343 0058 |
| Charities and Memberships | Cloud Engage | 9am and 5.30pm Monday to Friday (excluding UK Public Bank Holidays) | 0330 122 4403 |
| | NG | | |
| | OpenEngage | | For Cloud Engage: Portal Only |
| | Donor Strategy/Member Strategy | | |
| | Base Finance | 8am-5.30pm | 01271 341 794 |

| | | | |
|--------------------|--------------------------|---|---------------|
| Chorus | Extended Finance | Monday to Friday (excluding UK Public Bank Holidays) | |
| | Distribution | | |
| | ERP | | |
| | eGateway | | |
| | KV Payroll (Third Party) | | |
| | Jwalk (Third Party) | | |
| Consult CRM | CRM | <p>9.00am - 5.30pm Base & Bronze Service Plan subscribers</p> <p>6.00am - 10.00pm Silver & Gold Service Plan subscribers</p> <p>(both exclude UK Public Bank Holidays)</p> <p>Portal access is currently unavailable</p> | 0845 241 9252 |
| Education | ProAchieve | <p>9am-5pm Monday to Friday (excluding UK Public Bank Holidays)</p> | 0330 122 4830 |
| | ProEngage | | |
| | ProMetrix | | |
| | ProMonitor | | |
| | ProObserve | | |
| | ProPortal | | |
| | ProResource | | |
| | ProSar | | |

| | | | |
|---------------------------------|-----------------------------|--|--|
| | ProSolution | | |
| | ProVerify | | |
| | Cloud Schools | 8am-5.00pm Monday to Friday (excluding UK Public Bank Holidays) | www.oneadvanced.com/world (cases via Online Community only). |
| | Facility (UK) | | |
| | CMIS | | |
| | CMISGo | | 0330 060 2199 |
| | FMeasy | | |
| | Facility (IRL) | 8am-5.00pm Monday to Friday (excluding UK Public Bank Holidays) | 1800 202425 |
| | Advanced Cloud School (IRL) | | |
| | Smart Apprentices | 8am-5.00pm Monday to Friday (excluding UK Public Bank Holidays) | 0330 303 0245 |
| | bksb | | |
| Exchequer | Exchequer | 8am to 6pm Monday to Friday (excluding UK Public Bank Holidays) | 0330 122 4402 |
| | Exchequer Mobile | | |
| | Exchequer - 3rd Party | | |
| Field Service & Hire | Siclops | 9am and 5.30pm Monday to Friday (excluding UK Public Bank Holidays) | 0330 343 0059 |
| | Hlremate | | |
| | Service Director | | |

| | | | |
|-------------------|----------------------------------|---|---|
| | Opera | | |
| | Dynamic Resource Scheduler (DRS) | Standard Support 9am and 5.00pm | Cases Logged Via Portal |
| | InfoSuite | Monday to Friday | |
| | Job Manager | (excluding UK Public Bank Holidays) | |
| | Work Hub | Extended Support 8am and 8.00pm | |
| | | Monday to Saturday (excluding 25th Dec) | |
| Governance | Decision Time | | 028 9448 7753 |
| | | 8.00am – 6.00pm | |
| | | Monday to Friday | |
| | | (excluding UK Public Bank Holidays) | |
| Hosting | A365 SME | | 03301224402, Option 7 |
| | | 8.00am – 5.30pm Monday to Friday (excluding UK Public Bank Holidays) | -Alternatively- 03300602102, Option 4 |
| Legal | ALB | 8am and 5.30pm | 0330 060 2102 |
| | Cloud Forms | Monday to Friday | |
| | Laserform Hub | (excluding UK Public Bank Holidays) | |

| | | | |
|--------------------------|---------------------|---|---|
| | MLC | | |
| | Solicitors Accounts | | |
| | Oyez Forms | | |
| | Oyez Speech | | |
| Marketplace | Marketplace | 9.00am – 5.00pm Monday to Friday (excluding UK Public Bank Holidays) | 0333 600 6300 |
| Open Suite | OpenAccounts | 9am-5.30pm Monday to Friday (excluding UK Public Bank Holidays) | For the OpenSuite: 0330 343 0060 |
| | eBis | | |
| | OpenLogistix | | For Business Cloud: 0330 343 0056 |
| | eOpenPeople | | |
| | OpenTime | | |
| | OpenWMS | | |
| | Business Cloud | | |
| People Management | Open People | 9am-5.30pm Monday to Friday (excluding UK Public Bank Holidays) | 0330 343 0060 |
| | Open HR | | |
| | Advanced HR | | |
| | Advanced T&A UK | 9am-5.30pm Monday to Friday (excluding UK Public Bank Holidays) | 0330 726 0090 |
| | Advanced Payroll | | |

| | | | |
|---------------------------------------|-------------------------|---|---|
| | Advanced T&A Ireland | 9am-5.30pm Monday to Thursday 9am-5pm Friday (excluding Irish Public Bank Holidays) | 353 14637070 |
| | Clear Review | 9.00am - 5.30pm Monday to Friday (excluding UK Public Bank holidays) | https://customers.oneadvanced.com |
| Public Sector & Enterprise | Advanced Air Gateway | 9am-5.30pm Monday to Friday (excluding UK Public Bank Holidays) or as stated in your contract | 0330 343 0062 |
| | Advanced Air Approvals | | |
| | Advanced Air Receipting | | |
| | Advanced Financials | | |
| | BPM | | |
| | CloudTrade | | |
| | Collaborative Planning | | |
| | Efinancials | | |
| | EROS | | |
| | E5 | | |
| | E2 | | |
| | Finance Process Manager | | |
| | MyWorkplace | | |
| PRM | | | |

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|--|---|---|---|
| <p>Sports & Entertainment</p> | <p>TALENT</p> | <p>9am and 5.30pm Monday to Friday (excluding UK Public Bank Holidays)</p> | <p>0330 343 0061</p> |
| <p>Tikit</p> | <p>Carpe Diem</p> | <p>UK/Europe: 9am – 5:30pm (GMT) US/Canada: 8:00am – 8:00pm (EST) Rest of World: 8:00am (GMT) – 8:00pm (EST) Monday to Friday (excluding UK Public Bank Holidays)</p> | <p>UK/Europe: 0800 6893 923 US/Canada: 1-888 878 4548 RoW: +44 207 859 4928</p> |
| | <p>eMarketing</p> | | |
| | <p>Template Management System (TMS)</p> | | |
| | <p>NetDocuments</p> | <p>9:00am – 5:30pm Monday to Friday (excluding UK Public Bank Holidays)</p> | <p>0800 6893 923</p> |
| | <p>P4W</p> | | |
| <p>Transoft</p> | <p>Application Analyser</p> | <p>9.00am – 5.30pm Monday to Friday (excluding UK Public Bank Holidays)</p> | <p>0175 377 8080</p> |
| | <p>ApplIntegrate</p> | | |
| | <p>Transoft Development Suite (TDS)</p> | | |
| | <p>DBIntegrate</p> | | |
| | <p>DBPronto</p> | | |

| | | | |
|--|---------------|--|--|
| | FlexGen | | |
| | HP3000 | | |
| | UBL | | |
| | U/FOS | | |
| | U/SQL | | |
| | VME Migration | | |
| | VMS Migration | | |

II Target Response Times

Our standard SLA can vary depending on product set and date of contract. Please check your contract for your agreed SLA targets.

Where target response times are quoted/agreed these refer to Advanced business hours. The SLA clock stops at the end of the working day and resumes at the start of the next working day. Dependent on product, the SLA clock does not run during weekends or English public holidays. Dependent on Status, the SLA clock may also cease to run i.e. if we are awaiting information from the customer or if you are placed on Support Hold.

To meet target response times, it is essential our support professionals have remote access to your system. Where authorisation is required to access your system, the SLA clock will be paused until access is granted.

First Response SLA (in minutes)

| Priority | Target First Response |
|----------|-----------------------|
| 1 | 60 |

| | |
|----------|-----|
| 2 | 240 |
| 3 | 480 |
| 4 | N/A |

Third Line Defect Resolution Policy

| Priority | Business Impact | Third Line Defect Resolution Policy |
|----------|---|---|
| 1 | All or significant functionality unavailable, causing a significant operational impact or system unusable | Priority 1 Defects within the latest release will be hotfixed |
| 2 | Significant functionality unavailable, but interim workaround is available and acceptable based on reasonable business criteria | Priority 2 defects will be resolved in the next major product release |
| 3 | Certain aspects of functionality not operating correctly, or minor operational impact, inconvenient | Priority 3 defects will either be 1). Resolved in the next major release 2). Planned against a future release 3). Closed if deemed uneconomically viable |
| 4 | Minor defect or cosmetic discrepancy | Priority 4 defects will either be 1). Planned against a future release 2). Closed if deemed uneconomically viable |

Please note that our standard Third Line Defect Resolution Policy can vary depending on product set and date of contract.

III Requirements for the Provision of Support

The Support Services detailed in this handbook are based on certain assumptions about the factors affecting the provision of support. The customer is deemed to acknowledge that in the event that any of the assumptions detailed below have not been complied with, our ability to provide Support Services may be adversely affected, sometimes to the extent that the investigation and resolution work may become chargeable.

Customers are assumed to have received adequate training from Advanced to enable them to be competent in the use of Advanced Software. The level of assistance provided to a customer will be up to the level of training that they have completed. If the level of support required is higher than the training that the contact has received, then the query should be referred to a member of the customer's organisation who has received the appropriate level of training. Repetitive requests in respect of an issue on which Advanced has already advised a solution may incur additional charges.

Customers, or their hosting Partners, are expected to have the necessary technical skills to maintain the Advanced application suite. Examples of common tasks include but are not limited to: full database administration, application of fixes, fix bundles, patches. Installation of client desktops, stopping and starting of services, processes and schedules, management of scripts and configuration files. In the case that a hosted SAAS service is offered, Advanced will perform the server side tasks mentioned above, customers will perform any client desktop tasks.

Where the requisite skills in the Advanced application do not exist, Advanced will be happy to provide training proposals. Alternatively, Advanced can offer additional services, these are outlined in [Enhanced Support Offerings](#) or can be discussed with your Account Manager.

Training is provided by Advanced but not as part of the support process. Advanced support or our Account Managers can advise customers on the most appropriate training, and how to arrange this.

Customers are assumed to have provided Advanced Support Services with adequate information and documentation in respect of Incidents. Customers are expected to keep Advanced updated regarding any of the critical information associated with an Incident.

It is assumed that the Customer has not made any changes to the underlying data by use of toolkits, query/programming scripts or 3rd party products without the explicit advance consent of Advanced Support Services. Failure to obtain this consent may result in consultancy charges to investigate and/or correct data issues.

IV Enhanced Support Offerings

Charities and Memberships, Exchequer, Field Service and Hire, OpenSuite and Sports & Entertainment

Premium levels of support are available (Charged-Super-Ultra), please speak to your support team or Account Manager for more information.

Health & Care

Advanced Health & Care offer alternative options for customers that require Service Level Agreements enhanced beyond our Standard Terms and Conditions.

For more information please go to <http://www.oneadvanced.com> or contact your account manager.

Public and Enterprise

Remotely delivered technical services are offered including, but not limited to: Database Administration and Configuration/Release management (controlled installation of fixes and Maintenance Releases).

For further information, please contact your Account Manager.

Transoft UK

Enhanced support (or out-of-hours support) is provided dependent on contractual agreements, subject to additional charges.

For further information, please contact your Account Manager.

Out of Hours Support

Dependent on your contractual agreement, out-of-hours support may be available. For further information, please contact your Account Manager.

Tikit

Out of hours support is provided for Priority 1 incidents for an additional fee. For further information, please contact your Account Manager.



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