

Asset Bank, **Customer Support**

Service Description

Author: Paul Mulvee, Bright Interactive
Date: 30 September 2011
Version: 1, d22
Status: Release

Customer Support Programme

Why join Customer Support?

Asset Bank is a functionally-rich web application. As when implementing any new business application, you are advised to budget for on-going maintenance, upgrades and improvements to ensure its value to your business does not decrease over time. Customer Support is therefore recommended for all clients, and is essential for those with an Asset Bank that is, or will become, mission-critical.

What's included in Customer Support?

Our Customer Support programme includes the following:

- ◆ **Guaranteed response times** – as per our Service Level Agreement (SLA) outlined below, ensuring downtime is minimised.
- ◆ **Defects fixed for free** – enabling you to have predictable ongoing management costs.
- ◆ **Product upgrades** – including new features and enhancements, ensuring your Asset Bank stays up-to-date and meets future needs.

Customer Support fees

Standard License: £120 per calendar month (minimum term 12 months).

Enterprise License: From £180 per calendar month (minimum term 12 months).

Subscription License: Customer Support is included in the subscription fee.

We are happy to invoice for Customer Support either quarterly, six monthly or yearly.

Service Level Agreement (SLA) for Customer Support

Time-scales for fixes depend on the severity of the issue. The Service Level Agreement for fixing issues is outlined in the table overleaf.

Guaranteed start and target fix times

Issue Type	Description	Start Time	Target Fix Time
Critical Defect	A defect that prevents Asset Bank from being used for the business processes it is intended to support, and for which there is no workaround.	4 hours	1 day
Major Defect	A defect that prevents Asset Bank from being used for the business processes it is intended to support, but for which a workaround exists.	1.5 days	3 days
Minor Defect	An obvious application error or defect that does not, however, prevent Asset Bank from being used for the business processes it is intended to support.	3 days	5 days

Table 1: Customer Support SLA

Compensation terms

For each day overrun of the relevant target fix time we will reduce the next month's support cost by 25% up to a maximum of 100%.

Contacting Support

If you have a technical issue

Please collect as much information about the error as possible. See here for guidance:

<http://www.assetbank.co.uk/support/gethelp.html>

You can then contact us directly via email or phone:

Support Email: support@assetbank.co.uk

Support Phone: 01273 923 150

If you need help using the product

If you have a general question about how to use Asset Bank then you should first try finding your answer via the following resources:

1. Help: accessed via the Help link found in the top right hand corner of the product
2. Product Documentation: <http://www.assetbank.co.uk/support/documentation/>
3. Knowledge Base: <http://www.assetbank.co.uk/knowledgebase/>

If you cannot find the answer here, then please contact us directly for advice.

Fair use policy for help using the product

Our Customer Support programme includes the provision of help for admin users who have attended one of our training courses. We operate a 'fair use' policy for this: if we frequently

receive questions that are already answered in either product documentation or knowledge base articles then we reserve the right to re-negotiate your support fee.

Support hours

Customer Support is available on workdays between 9:00am and 5:00pm GMT (excluding English Bank Holidays).

Product upgrades

Asset Bank is continually evolving, and customers in support receive product upgrades which cover:

- ◆ **New product features.**
- ◆ **Enhancements to existing functionality.**

Continued product upgrades will ensure that your Asset Bank installation remains leading-edge and meets the growing needs of your business and users.

What happens if we are not covered by a Customer Support agreement?

Support enquiries

If you choose not to join Customer Support the following costs apply:

Enquiries outside of Customer Support	Cost
Initial support issue (up to 1 hour)	£90
Additional support charge (30 minute blocks)	*£45

Table 2: Enquiries outside of Customer Support

*All costs will be agreed in advance and confirmed before work is started.

Product upgrades

If you choose not to join Customer Support and want a ‘one-off’ product upgrade then the following costs apply:

Time since last upgrade (or installation)	Upgrade Cost
Less than 1 year	£800
Between 1 and 2 years	£1,200
Between 2 and 3 years	£1,600
3 years and over	£2,000

Table 3: Upgrades outside of Customer Support

Other services

In addition to the services listed above we also offer the following:

- Training (both on-site and online).
- Consultancy, for example to help you plan your taxonomy and work-flows.
- Customisations (tailoring Asset Bank to match your exact needs).

Should you need any of these services then please contact us and we can discuss your requirements in detail.