

CUSTOMER SUPPORT HANDBOOK

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WELCOME TO MSL VERTEDA SUPPORT

MSL Verteda provide industry-leading software, services, consulting and hardware.

We provide support 24 hours a day, 7 days a week, 365 days a year.

We know our staff are our most valuable asset and through regular training, retention, mentoring and customer feedback we look to continuously improve our service. We welcome feedback, so please do share any with us at info@verteda.com.

THE SUPPORT HANDOVER

At the end of each installation or upgrade, we generally hold a support handoff call with the implementation team and the customer.

The purpose of the handover is to ensure that our customer is fully satisfied with the entire implementation and our team before we leave site.

We always strive to leave the site with a fully operational system and no open issues. However, if there are any open issues at the time of handover, those issues are transferred to the MSL Verteda Support team. The customer will be given a list that includes allocated helpdesk numbers.

The final reason for the handover is to allow our implementation team to disengage from one site and move onto the next. Each site requires preparation before the project and paperwork afterwards. To ensure our success, we must transition all matters to our support and customer relations team allowing the field team to refocus.

HOW TO CONTACT SUPPORT

During normal business hours we have staff to assist you via phone or email.

Our UK business hours are 09:00 – 17:30 Monday – Friday excluding UK public holidays.

Our US business hours are 09:00 – 17:30 CDT Monday – Friday excluding US public holidays.

Outside of these hours we have staff on-call for severity 1 issues (see severity list later in this document)

UK Support Phone: **01925 320 325**

US Support Phone: **469 5186100**

Email: support@verteda.com

When initiating a support call where possible have the following information to hand:

- Full Name
- Site Name
- Contact number and email
- Internal reference number if applicable
- Details of the error & examples
- Version of the solution being used
- If sending an email to open a call include site and summary of issue in subject line

We can also provide access to an online portal. Our self-service portal helps you to submit tickets, monitor the status of your tickets & view historical tickets.

To gain access to this, please contact support and request a link.

Customers are requested to phone in Severity 1 or 2 issues to receive an immediate response.

After normal business hours' calls will go through to an automated answer service and any messages left on that instantly get relayed to our out of hours support representative.

Please leave the following information on the voice message

- Name of site
- Your Name
- Contact Details
- Summary of call

We aim to respond to emergency requests within a fifteen-minute timeframe.

TICKETING SYSTEM, BUGS & ENHANCEMENTS

We use a ticketing system to track, assign, make journals, record and escalate all reported problems. If you have a ticket number, please have it ready when you contact us by phone or email - The call owner will journal the details during troubleshooting and will keep the customer up to date with the progress.

A large proportion of support issues require the team to connect to customer systems, usually via Team Viewer.

Call resolution will occur when both the customer and call owner agree the issue is resolved. There are occasions when the technician receives no response from the customer. In this instance it is our policy for them to attempt to contact the person who has submitted the ticket and if no response received within that working week the call will be closed.

Previously closed tickets can be reopened within one week if the problem resurfaces. Please try to have the closed ticket number when contacting support.

Product development requests (PDR) are reviewed by the product manager. A ticket can become a PDR if it is determined that the software is working as designed and the customer wishes to have a change or enhancement for their specific needs. The product manager will determine whether this will be added to a future roadmap and will feedback to the support team.

Product maintenance requests (PMR) tickets are escalated to the development team when a potential bug has been identified. The support representative is responsible for communicating the status to the customer until the issue is resolved.

In addition, tickets maybe escalated to development if support needs assistance - the support team will maintain the communication with the customer.

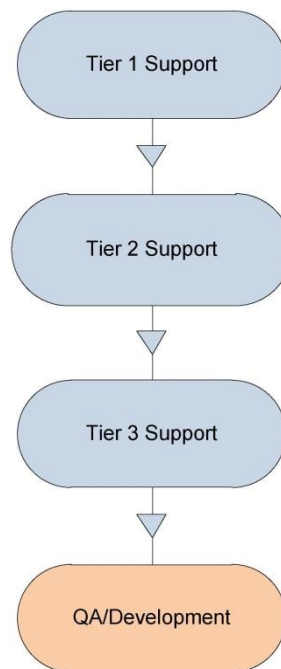
Some tickets may move from support to development, operations, or sales if appropriate.

ESCALATION PROCESSES and CUSTOMER SATISFACTION

Most tickets begin with Tier 1 support.

Based on the severity of the ticket, if that agent cannot resolve the issue in a timely manner, it is escalated to Tier 2.

Tier 2 escalates to Tier 3 and then to development if necessary.



SEVERITY LEVEL DEFINITION

A severity level is assigned to each call submitted to MSL Verteda support. Each severity level defines the significance of the issue and aids MSL Verteda and customers in determining the business, operational and product impact of the issue.

The severity level guidelines will be used by MSL Verteda to ensure correct urgency, escalation and shift transition practices are associated with each call- the customer may request a severity level change.

The below severity level descriptions are not guarantees of service – please report any problems to support management staff.

LEVEL	DESCRIPTION	DEFINITION	RESPONSE TIME	TARGETED RESOLUTION	UPDATE FREQUENCY
1	CRITICAL CONDITION REQUIRING IMMEDIATE RESOLUTION	Business critical application is substantially unavailable, or issue is seriously impacting normal business operations with no viable workaround. Customer has an error message and cannot process data, severely impacting guest service or financial results.	Within 15 minutes*	Within 24 hours or as soon as possible	The agent will update the customer continually, usually many times per day.
2	SERIOUS CONDITION REQUIRING PROMPT ATTENTION	Call requires a quick resolution. A business-critical application is operable but not fully functional. A workaround has been provided, but condition and workaround severely impact guest service or financial results.	Within 15 minutes*	Within 48 hours or as soon as possible	Daily
3	SOFTWARE OPERATES WITH LIMITED FUNCTION	Problem reported does not prohibit the execution of production work; can be postponed since functionality is not completely hindered.	Within 24 hours**	14 days or less	Every 2-3 Days
4	SOFTWARE OPERATES WITH PROBLEM CIRCUMVENTED	Calls requiring a software fix but those that can be circumvented by using a workaround. There still may be an error in the software, but resolution can be postponed. Low priority user questions.	Within 24 hours**	30 days or less	Once per week
5	COSMETIC ISSUE	Calls requiring a change to the look or feel of the software, but customer operations are not impacted. Depending upon the change, the resolution can occur upon the next LPU level or next release.	Within 24 hours**	90 days or less	Provided upon request

*Customers are requested to phone in Severity 1 or 2 level issues to receive immediate response.

If a customer opens a new ticket via email and does not receive a response by the next business day please contact UK MSL Verteda support on **01925 320 325 or for US MSL Verteda support **469 518 6100**

Targeted resolution may not translate to a permanent resolution. MSL Verteda's priority is to restore the system to a functional state in order to negate the effect of the incident which may include a temporary work round until a permanent fix can be delivered.