Support Guide

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Foreword

This document supersedes all other previous versions of this document whether written or verbal.

The current version of this document is available for download at

www.idocuments.co.uk/supportguide

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Related Documents and information

Please also refer to the following important documents:

- iDocuments Specification and configuration documentation www.idocuments.co.uk/help/
- iDocuments Technical Specification www.idocuments.co.uk/technical/
- Support Guide www.idocuments.co.uk/supportguide
- The terms on which Synantix Limited licenses its software to customers is available online at www.idocuments.co.uk/terms-and-conditions

Feedback and Questions

If you have any questions, feedback or require any clarification on matters relating to this document or any aspect of iDocuments products or services then please email **support@synantix.com**

1. Introduction

Synantix Support provides advice and guidance in the use of Synantix products. Further services such as training, system implementation, upgrades and configuration are not included in this service. This document is designed to assist Synantix customers get the most from our support service. It also provides customers with an understanding of how support tickets will be dealt with and resolved.

2. Hours of service

The Synantix Customer Support Services will be available during the period 09:00 hours to 17:30 hours Monday to Friday excluding UK Bank Holidays.

3. Customer Contact Point

The customer should appoint a nominated representative who acts as a single point of contact for reporting support tickets, questions and issues. Synantix Support will liaise with that person and in particular agree priorities and the order of resolution of issues and calls.

4. Logging a support ticket, question or query

Support tickets, questions and requests should be logged via the Synantix online support portal, details are provided in Appendix 1 of this document.

5. Support ticket priority levels for production systems

All tickets will be allocated a priority level (agreed between Synantix and the Customer) according to the table below.

These priority levels only apply to Production systems.

Support during User Acceptance Testing process should be agreed between you Synantix or your reseller of the Software.

Priority	Description	Examples
1	Production system down	It has affected, or could affect, the entire user community. Tasks that should be executed immediately cannot be executed because of a complete crash of the system or interruptions in main functions of the production system.
2	Serious interruption to production system	Specific business process or function is not operable – for example: invoice generating/releasing
3	Inconvenience Query - non time-critical business function	It does not prevent operation of a production system, or there could be minor degradation in performance. The error is attributed to malfunctioning or incorrect behaviour of the software
4	Other	Advice /query The issue consists of "how to" questions including issues related to installation and configuration enquiries, enhancement requests, or documentation questions.

According to the Priority the following Actions, will result:

Priority	Call Back within	Escalate Technical Account Manager	Escalate to Customer Relationship Manager
1	1 working hour	4 working hours	1 working day
2	2 working hours	2 working days	5 working days
3	4 working hours	5 working days	Not applicable
4	8 working hours	Not applicable	Not applicable

6. Synantix escalation procedures

All calls will be monitored on a daily basis by Synantix to ensure that they are being dealt with within the agreed timescale and to the Customer's satisfaction.

In the event of the Customer, in his or her sole discretion, wishing to escalate the call further, the Customer may contact a Synantix Director to arrange for such escalation.

7. Ticket priority levels production systems

All calls will be assigned a priority level agreed between both parties.

Priority 1 – Production system Inoperable

The problem reported is causing the system to be inoperable. No changes to the Customer's operating procedures are available.

Priority 2 – Serious Interruption production system

The problem reported is causing the system to perform incorrectly. A workaround can be established.

Priority 3 – Inconvenience/Query

The system has performed in a way that the Customer finds inconvenient.

Priority 4 – Other

The problem reported is a general query about the functionality of the system or the Customer wishes to request an enhancement to the system.

8. Maintenance Releases

All Customers who have paid Annual Support and Maintenance fees for that period are entitled to Maintenance Releases of the Software free of charge.

The installation of this software and the upgrade and testing of the data will be charged at our normal daily rate as advised to the Customer in writing from time to time.

Software Maintenance releases shall be issued, where possible, to rectify software faults. The installation of such releases may be executed in the following ways:

(i) via remote access; or

(ii) By the Customer's employees, agents or representatives, provided that clear instruction documentation on the install process is provided to the Customer by Synantix or the software author.

If patch implementation by the Customer's employees, agents or representatives fails due to inadequacies in the instruction documentation given to it or the install process itself, Synantix will either provide an alternative patch or commit such resource as may be necessary for implementation at no cost to the Customer.

9. Enhancements to the Software

An enhancement is any requested additional feature or function of a software program (even if originally reported as a problem). Enhancements are reported to the software author and considered for inclusion in new releases of the code depending on their suitability, product direction and importance to the Customer base. Enhancements shall remain on the open until reported to the software author and the enhancement reference has been relayed to the Customer.

10. Synantix software release policy

Synantix aim to provide a Maintenance Release update of our Software approximately every 6 to 12 months, denoted by a change in the second digit of the version number (e.g. 4.0, 4.1, 4.2 etc.). Support and bug fixes will be provided on products for a minimum of 2 years from the date that they were first released and for a minimum of 2 sub releases indicated by the second digit, whichever is the longer. A more limited level of support may be provided on older releases by special agreement with Synantix.

Within the supported releases every effort will be made to provide a solution of the problem within the current major release. However, if the resolution requires significant re-work to the code or the problem has been resolved in a later release, Synantix may require the customer to upgrade to a later release. Note also that Maintenance Releases often take advantage of later releases of the core software used by the product, such as the application server. Some problems may only be resolved by changes to the core software.

11. Software New Versions

Periodically, Synantix will release new versions of the Software containing for example significant new features and functionality, key structural changes or new user interface.

Implementing a new Version of the Software is typically a much bigger process than Maintenance Releases to existing Versions.

Implementing new Versions of the software isn't always compulsory or necessary for the Software to keep running. Implementing a new Version of the Software may involve a new purchase or pricing system.

The installation of this software and the upgrade and testing of the data will be charged at our normal daily rate as advised to the Customer in writing from time to time.

New Versions of the software will normally be indicated by the first digit of the Version number such as 4.n, 5.n, 6.n etc.

12.   System access

Synantix can connect to your application via web-based technology – this gives us the opportunity to investigate and analyse the problem real-time.

(a)   In order to expedite both a diagnosis and a solution to a problem, the Customer will allow Synantix as described in the iDocuments Technical Specification.

(b)   Synantix acknowledges the need for the Customer to retain control over user access, either through password controls or physical modem disconnection until reasonably required. Synantix reserves the right to charge a support premium to Customers refusing to allow remote system access.

On Site Support - On Site Support will be provided at the normal daily consultancy rates. The Customer will be liable for reasonable expenses incurred by Synantix employees.

13.   Chargeable services

Support and maintenance for which customers pay an Annual Fees does not include the provision of support for any of the following:

Training Support - Support calls that are logged which Synantix consider being of a training nature will be monitored. Excessive amounts of these calls (in either frequency or length) will result in the Customer Helpdesk Manager referring these calls back to the Customer with the recommendation that on-site training is performed.

Critical Cover - Support cover during period ends, year ends, system moves for example which may take place outside normal office hours.

Database Administration and Technical Services - Elimination of problems by pro-active monitoring of the Database Server. With the application data being held on SQL Database Server Synantix can provide SQL DBA Services. Including remote monitoring of SQL Log files, monitoring of backup and maintenance plan, and error resolution.

Report & Form Customisation - Synantix will not undertake telephone support to perform any report or form customisation, except in the case of a report or form not functioning correctly following a modification performed by a Synantix employee, agent or Analyst.

Hardware & Operating System - Synantix reserves the right to charge for support where, in the reasonable opinion of Synantix, the Customer's system is under-specified and has ceased to be capable of running the Software successfully for any reason.

Issues Arising from 3rd Party or Customer Actions - Synantix reserves the right to charge for support if any development, enhancement or variation of the Software is carried out other than by Synantix or without Synantix prior written approval.

14. Backup and recovery of data, files and programs

The Customer must maintain procedures to facilitate reconstruction of any lost or altered files, data or programs. Synantix will not be liable under any circumstances for any consequences arising from lost or corrupted data, files or programs. The Customer is solely responsible for carrying out all necessary backup procedures for its own benefit, to ensure that data integrity can be maintained in the event of loss of data for any reason. In the event that the Customer asks Synantix staff to take a precautionary backup, then Synantix does not accept any responsibility for that backup and assumes the Customer has their own tried and tested means of recovering lost data.

In the event of data corruption, where restoring the data will not resolve the issue, Synantix will investigate the data and advise of the remedial work to be undertaken to correct the problem. Synantix will liaise with the Customer to advise the estimated timescale and charge for correcting the data.

15. Complaints procedure

To assist you, Synantix have adopted the following procedure for handling complaints.

The complaint may be made to a Synantix Limited Director. The complaint will be acknowledged in writing together with our proposal for resolving the matter and a Director informed. When Synantix have successfully dealt with the complaint, the outcome of the successful resolution will be confirmed in writing.

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APPENDIX 1 - Using online support portal

The iDocuments CRM Portal enables customers to register support issues and question and track the status.

Please use the URL provided in details we set for your account.
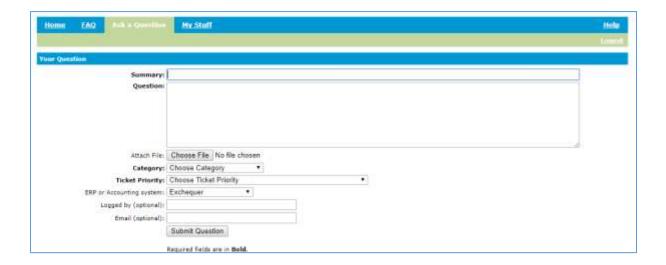
Login

Login using your unique User ID and Password which is availab;le upon request from iDocuments Support.
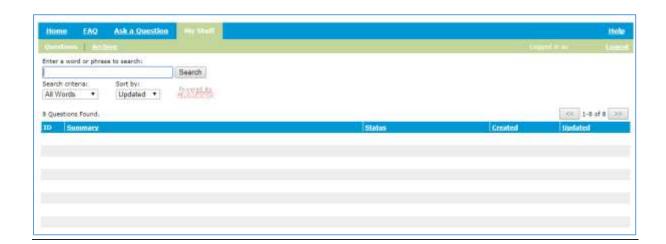
Record Issues and Questions

You can add items and questions using 'Ask a Question menu option. Please note you can can attach files to the item to assist the iDocuments Support team in dealing with your question.

Tracking Questions

You can add items and questions using the 'My Stuff' menu option. You will automatically be alerted by email when the status of one of your issues change and you can follow the thread of information relating to you question br drilling down into question from this form.

Administer your account

Click on your user name – top right, marked with red box in screen shot below and the screen shown allows you to edit and administer your account.