Customer Support Handbook

Contents

Overview

This document is to guide Customers on how to get the best from *Advanced* support services.

Advanced Support Services are committed to Partnering with Customers to ensure the successful deployment and use of *Advanced* Solutions and Services. We understand how critical this Software is to the business of our Customers. *Advanced* support teams are staffed with experienced Support Professionals who are knowledgeable about the wide range of *Advanced* products and related technologies.

Advanced continually reviews its practices to improve internal operations and deliver a service that meets its Customers' diverse business needs. *Our Service Management processes are based on industry standard working practices. Many of our support teams are aligned to ITIL v3 framework, currently hold or are working towards ISO 20000 accreditations for IT Service Management - ISO 27001 information security management, ISO 9001 quality management. We actively encourage our staff to obtain recognised certifications appropriate to the areas they work in, for example Oracle Certified Professional.*

Please check with your support team for specific accreditations held.

Our Support Services offer:

- Incident submission, management and reporting
- General system queries and advice
- Software maintenance and legislative updates
- Up to date knowledge base and/or FAQs
- Product feedback mechanism
- Customer satisfaction surveys
- Some 1st line support for Third Party products supplied and/or shipped as part of the Advanced solution.

It does not include the following services unless your contract states otherwise.

These services are available from *Advanced* on request; please contact your Account Manager for a quotation:

- User training
- Bespoke Software development
- Report writing
- Consultancy services
- Third party support.

The latest version of the *Advanced* Support Services Handbook is the only one that is valid at any time. As this version of the Support Services Handbook may have been superseded, please check www.oneadvanced.com/supporthandbook for the latest version

Glossary of Terms Used in this Document

Term	Meaning
Advanced	Advanced Computer Software Group Ltd (as the context requires) the relevant subsidiary of Advanced Computer Software Group Ltd which has contracted with the Customer
Account Manager	Person who owns the Customer/Advanced relationship. Alternative titles might include Account Director. Service Delivery Manager, Business Manager
Call Handler(s)	A member of the Incident Management Team (IMT) who's responsibility is to handle incoming calls, log Incidents, categorise, apply Priority rating, and capture a summary of the issue. The Incident is then assigned to the most appropriate Support Professional
Component	The component of the module .The area of the Module or the screen the User is in
CSI Team	Continual Service Improvement Team can be one and the same as the Problem Management Team
Customers	Organisations with valid contract for Software products/services from Advanced, including provision of Support Services
Defect	Commonly used term in Software testing to refer to a bug or an error
Hot Fix	A hot fix is a code change made to address a specific issue. This may be delivered as part of larger Release.
IMT	Incident Management Team. The IMT's goal is to restore normal operations as quickly as possible with the least possible impact on either business or User. While Incidents are handled by the IMT, Problems (root cause analysis and fixes) are handled by Problem Management Team
ISO&ISO20000	The International Organisation of Standardisation, which sets standards in many business and technologies, including computing and communications. ISO 20000 is the first International standard for IT service management
ITIL	ITIL is an industry standard set of practices for IT Service Management (ITSM)that focuses on aligning IT services with the needs of the business
Case Type	Pre-defined types of cases which help determine owner and response times, for example, Incident, Service Requests/Enhancement Request, Change Request. The case type selected will dictate the ownership and resolution plan
Incident	An unplanned interruption to an IT service or a reduction in the quality of an IT service
Known Error	A known error that has documented root cause and workaround
Problem	A cause of one or more Incidents. The cause is not known at the time of creating a problem record and the problem report process is responsible for investigation
Problem Management Team	The team that handles Problems as opposed to Incidents

Maintenance Release	Software code fix/es, may include new functionality, if required, to make the business process flow correctly
Module	The name of the Module the User was working in when the interruption occurred
Portal	Portal. A web interface for Customers to create, update, report on all currently registered Incidents. Enables Customers to dynamically access their Incidents using industry standard web browsers
Release	A Software bundle which may contain, fixes, legislative updates, new functionality or a combination of all
Reseller/party/Third Party	Organisations who work with Advanced providing and/or implementing and supporting Software/hardware/infrastructure
Service Request	A request from the User for information or advice. A service request can be part of a Support request or stand alone
Priority	A level assigned to an Incident when an Incident has been created, which reflects the impact and urgency the Incident is having on the Customers' business. Please note that Third Parties/Resellers and Partners may use different severities/ priorities. A priority assigned based on the urgency and impact that is selected.
Support Request	Covers Incidents, Service Requests etc.
SLA	Service Level Agreement. Advanced may offer different SLA's on Third Party/Partner products
Software	Any Software product owned and/or supported by Advanced
Status Code	Defines the current status of the Incident
Support Professional	A member of the IMT whose responsibility it is to provide Support Services for Software
Support Services	Services targeted as providing Software support to Customers
Users	Person(s) who use the Software

Advanced Support Services

Hours of Operation

Advanced Support Services are provided by a number of support groups, focused on specific offerings and Software products.

These support groups are based at various Advanced office locations around the UK, Ireland and US. This ensures that the support we provide will be of the same high standard and calibre that our customers have come to expect whether they have one product or multiple with us.

Application Support: Customers in the US with a standard Support Plan will have access to the application support teams during our core hours of **8:30am and 5:30pm (EST) Monday to Friday (excluding public holidays)**. Some products offer extended hours which are detailed in Appendix 1.

Managed Service/hosted solution support: As set out in your customer contract, support may be offered up to 24/7.

Outside of contracted hours, issues may still be logged via our email.

Please check Appendix 1 for up to date hours of operation and availability of the support centre.

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.

Customers outside the UK may have separate contractual arrangements for support and should contact their Account Manager for clarification.

Supported Software

Lifecycle Policy

Advanced Application Software Support and Maintenance is typically provided for the current major Release version of each product plus the previous major Release. (Please refer to the support team for clarification of which versions of Software constitute a major Release and minor Release.)

Exceptions may occur where, for example, 3rd party components require us to de-support earlier.

In these circumstances *Advanced* will notify Customers when appropriate to do so.

Updates & Upgrades

Advanced recommend that Customers keep current with the new Releases and Software maintenance updates to take advantage of advancing technology and Customer-inspired enhancements.

Maintenance Updates address one or more specific Software/hardware issues. These are available free of charge to Customers, although they may incur Services charges to implement. Your Support Professional will provide guidance on taking delivery of maintenance updates.

Individual Hot Fixes address a single issue and are typically available for download from the Customer Portal, although dependent on your Software application, other delivery mechanisms may be in place.

Legislative Updates are issued as and when required.

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. Support resources are further described throughout this document.

As and when new major Releases are issued, older Releases will be subject to a period of de-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. Such specially negotiated variations to transitional support are separately chargeable in addition to standard support fees and are solely for the purposes of assisting the Customer in migrating to the latest major Release of the Software in agreed timescales.

Customers who have no plans in place to migrate to a version of the Software which is supported in line with our Lifecycle Policy will no longer be provided support through *Advanced*. Customers in this position will also be required to terminate use of the product and comply with the contractual provisions regarding termination.

Incident Management

Advanced Support provide a single point of ownership for Customer reported issues.

Through the team structure, *Advanced* can ensure that the 'owner' of an Incident is not working alone. The Support management team will continually monitor open Incidents and make available appropriate resources to facilitate resolution of the issues. On those occasions when Incidents cannot be easily categorised and require skills from multiple teams, ownership of the Incident provides a process to co-ordinate the efforts of such cross-functional teams.

This process provides a formal mechanism to deal with more complex issues and ensures that the *Advanced* high standards of Customer service are maintained.

Incident Management Process

Inputs and Outputs	1st/2nd Line Support	3rd Line Support

Phase

- User Telephone Call
- User Email
- Self Service Portal
- Event Management
- Mail to Case

Incident Identification → Incident Logging → Incident Categorisation → Service Request

Request Fulfilment

Incident Prioritisation → Major Incident?

Major Incident Process

Initial Diagnosis → Functional Escalation? → Investigation and Diagnosis

Monitor and Manage

- Customer Updates
- Hierarchial Escalation

Problem Management

Resolution and Recovery

Change Required?

Change Management

Incident Closure → Incident Closed

Support Process

Before you contact us

There are a number of information sources available to Customers, which may enable resolution of an Incident prior to contacting *Advanced* Support Services. *Advanced* encourage Customers to make use of these resources before logging a new Incident. These sources are:

Super Users and Lead Sites

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.*

Customer IT (including 3rd party IT providers)

Where appropriate, please explore with your local IT infrastructure support team before contacting Advanced to raise a support request.

Steps to recreate

Attempt to recreate the issue, isolate variables, understand and clearly describe the business scenario and impact. Before the Support Professional can resolve your Incident, in most cases they will need to be able to recreate the issue.

Training Notes

During Customer End User training, attendees are encouraged to take notes. We also encourage end Users to add to these notes following successful interactions with Advanced Support. These notes form part of the User's personal /Customer site knowledgebase and should be viewed as a source of information, which may be used to resolve the Incident.
Advanced Support Services are unable to provide additional training. Customers requiring training will be referred to their Business/Account Manager.

Online Help

Where Advanced applications provide on-line help, help files replace and/or augment the more traditional "User manuals". Typically, Advanced Software help files are reviewed with each new major version (for example, Version 4.x.x to Version 5.x.x) of our Software.

Where a Customer has received bespoke Software, appropriate documentation will be provided, for example, detailed solution design by our Professional Services team

Knowledgebase

Our knowledgebase includes, FAQs, problem solutions and other application documentation. For details on how to access our knowledgebase please see Appendix 1.

Raising an Incident

Any Customer who has a Support and Maintenance Agreement in place can log a case with *Advanced* Support Services. *Advanced* Support Services will assume that the caller will have a working knowledge of the Software, the business environment that he / she is operating in and has first-hand knowledge of the issue. Certain Advanced products require Users to have completed a formal training course before they can raise Incidents with the support team - Support centres operating this model are noted in appendix 1.

Communicating with Support

Customer Portal	Where available, the preferred method of submitting a new Incident is via our Portal. Analysis shows that Incidents raised via the Portal can be resolved up to 50% faster. Please see appendix 1 for our portal address.
Phone	Essential for Priority 1 issues. Please see appendix 1 for your support team's telephone number.
Email	We recommend Customer Portal and phone, but provide email as a resilience measure. Where a Customer Portal does not exist, Users are welcome to email in Incident details.
Email to case	Automated email service. email2case Please contact *Advanced* Support Services for further information.
Remote Support	Remote support tools to access and investigate issues at the discretion of Advanced support.

For details on how to contact your support team directly, please refer to appendix 1

Speed up the Resolution Process

It is important that the caller can provide the following information (where applicable), which will assist with the resolution of the Incident:

- The Customer's organisation name or Customer ID or Customer reference (e.g. School roll no.)
- The caller's name and contact details
- Product/Service, Release and module to which the Incident relates, including the current patch/update installed.
- The menu, screen, program or report ID to which the Incident relates
- The Priority Level of the Incident in terms of business impact criticality
- The Incident number (if calling back on an existing Incident)
- The environment to which the Incident relates, for example: Live or Test
- A brief description of the issue including:
  o What the issue is
  o Where the issue exists
  o When the issue happens

- Whether the issue is reproducible and, if so, how - providing full steps to recreate including full screen prints (being mindful of not supplying Personal information as previously mentioned) and relevant audit reports as attachments
- Whether anyone else is experiencing the issue
- Whether there has been any change to the system recently, prior to which the issue did not exist
- Screen dumps and/or sample reports of error messages

Priority Level & Initial Response Times

An Incident Priority level will be determined by mutual agreement between *Advanced* and the Customer unless raised by the Customer via the Web.

It is important to set the Priority of an Incident correctly as this will direct the application of resources within *Advanced* Support Services.

The Priority of an Incident should be assessed in light of the possible impact it will have on the Customer's business.

Priority Levels and SLA

Customers must be aware of the following business impact definitions when allocating a Priority Level to an Incident in their Live/Production environment.

For all priorities you should expect to receive confirmation that an Incident has been raised via email within one hour. You may also receive additional information or be contacted by a Support Professional within this hour, depending on the Priority of the Incident raised.

An appropriate SLA is assigned to each of these Priorities and consists of a 'Target Response Time'.

Target Response Time is the time at which we assign a Priority level of 1, 2, 3 or 4 that has, subject to your availability, been communicated to you.

Priority	Business Impact	Target (1st)Response
1	All or critical functionality unavailable, causing significant operational impact or system unusable	1 Hour
2	Critical functionality unavailable, but interim workaround is available and accepted by Customer based on reasonable business criteria	4 Hours
3	A problem not preventing operations but with the potential to do so if unresolved	8 Hours
4	A minor problem either cosmetic or otherwise, and not preventing the operation of the system. Low impact/cosmetic	24 Hours

Our standard SLA can vary depending on product set and date of contract.
Please check your contract if in doubt.

Where Target resolution times are quoted/agreed, these refer to *Advanced* business hours. The SLA clock stops at the end of the working day (please see section on Incident Status for clock running/clock paused scenarios) and resumes at the start of the next working day. The SLA clock does not run during weekends or English public holidays.

To meet these target resolution 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.

3rd Line Support

While most Incidents will be resolved by our 1st and 2nd line Support Professionals, some will require escalation to 3rd line teams. Where the 3rd line team concludes that the Incident requires resolution by a Software fix or data fix, our 3rd line resolution targets will apply.

There may be occasions where further investigation is required to establish the root cause of your incident. If we have been able to provide a workaround, we may close your incident but continue to investigate a root cause through the problem management process. If this is the case, we will keep you informed throughout the investigation until a permanent fix is available.

Priority	Business Impact	3rd Line Defect Resolution Policy
1	All or significant functionality unavailable, causing a significant operational impact or system unusable and workaround not available	Priority 1 Defects will be hotfixed
2	Critical functionality unavailable, but interim workaround is available and accepted by Customer based on reasonable business criteria	Priority 2 Defects will be considered for future Release
3	A problem not preventing operations but with the potential to do so if unresolved	Priority 3 Defects will be considered for future Release where capacity allows
4	A minor problem either cosmetic or otherwise and not preventing the operation of the system .Low impact/cosmetic	Priority 4 will be considered for fix at the discretion of Advanced

Note: Data fixes are employed to resolve issues arising from:

- Data incorrectly entered which cannot be corrected through the functionality available in the software user interface. Typically, corrections caused by human error are chargeable.

- Data which becomes corrupt due to a technical fault such as a hard disk failure or network connectivity issues. Depending on the cause and degree of corruption, correction may be chargeable and in extreme cases clients may be asked to restore data from backup.

- Data can become corrupt or inconsistent due to a software problem

- For Health and Care customers of *Advanced* Managed Services, the disaster Recovery Point Objective is zero transaction loss. This environment includes sophisticated technology maximising continuity and database integrity.

Prioritisation of Incidents

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				
	Urgency			
		High	**Medium**	**Low**
Impact	**High**	1	2	3
	Medium	2	3	4
	Low	3	4	4

Logging Priority 1 Incidents

In order for an Incident to be logged as Priority 1, the Customer must be committed to providing their uninterrupted attention to work with *Advanced* Support Services to resolve the issue. This will ensure that the Incident can be resolved as quickly as possible.

This commitment does not necessarily mean that Customers with a Priority 1 Incident must be on site continuously, but they should at least be available by telephone at all times to enable them to act immediately on any request from *Advanced* Support Services.

If the Incident cannot be reproduced on *Advanced* own internal systems, the *Advanced* Support Professional may request access to the Customers system.

Priority 1 Incidents must be logged via the telephone to ensure the correct Priority 1 process is initiated.

Changing Incident Priority

Advanced will very rarely alter the Priority of an Incident, and will never do so without discussion with you.

In the event that the business impact of an Incident has increased, the Incident may be escalated to speed up the resolution process.

Incident Status

Each Incident logged with *Advanced* Support Services will be assigned a Status Code. The Status Code will:

- Identify the status of the issue
- Identify the party (Customer, *Advanced*, 3rd party) the Incident is awaiting action by

- Dictate whether the SLA clock is running or paused

Escalation Process

Incident Escalation

Although *Advanced* Support Services have internal procedures in place to monitor and internally escalate Incidents where appropriate, there may still be occasions where a Customer may wish to increase awareness of an Incident in the *Advanced* Support Services management structure.

Escalation should be used when the Customer feels that the normal support process is failing to provide an adequate resolution to an Incident, and such failure is adversely affecting their business operation.

Incidents should be escalated if the business impact has significantly changed or the Incident has breached SLA.

An escalation can be requested either via the Customer Portal or via a Support Professional. The escalation request is recorded on the Incident and the relevant *Advanced* Support Professional is alerted.

Escalation requests will become active once qualified by the team leader, support manager or Business Manager/Service Delivery Manager/Account Manager.

Escalation Process

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

Escalation	Escalation Point	Action
First	Support Professional	Review Incident. Develop plan. Implement plan
Second	Team leader/1st 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 or Service Delivery Management	Review Customer situation. Develop and deploy relevant company resources

Assumptions 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 by the Customer, *Advanced's* ability to provide Support Services may be adversely affected, sometimes to the extent that investigation and rectification work may become chargeable.

Staff with Sufficient Product and Technical Training

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 the Incident contact has completed. If the level of support required is higher than the training that the Incident 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, for a full list of current extended support offerings, please see appendix 3.

Training is provided by *Advanced* but not as part of the Support process. *Advanced* support can advise Customers on the most appropriate training, and how to arrange this.

Information

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.

Remote Access

From time to time it may be easier and more appropriate for *Advanced* to troubleshoot Customer issues by accessing the Customer's system remotely. It is the Customer's responsibility to provide a mutually agreeable method of remote access. Failure to agree remote access and/or provide a copy of company data may result in considerable delays in resolving Incidents.

Alternatively, support will continue to be provided by telephone and email. At the discretion of *Advanced*, any on-site support may be chargeable.

Customer Data

Under certain circumstances, particularly with complex data issues or where remote access is unavailable, a system copy/partial copy may be requested.

Please note the customer responsibilities outlined in the below paragraphs regarding the transfer of data to Advanced.

Advanced Support Services agrees to treat all Customer information as strictly confidential. Wherever possible, data is kept resident in the UK and accessed as required by *Advanced* support groups to resolve the issue.

If and when physical transfer of the data outside the agreed contractual processing area or the EEA (whichever is the lesser) is necessary, *Advanced* will discuss and agree the process and duration of such physical transfer.

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.

Patient-identifiable information

In the case of Health related data, in order to maintain security and comply with legislation, when you contact us by phone, email or fax, 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 a Customer's 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 mail or fax, and will contact you to obtain anonymised information instead. It is the Customer's responsibility to ensure that no patient identifiable information is uploaded to the Portal.

Personal identifiable data

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

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 a Customer's data. Therefore, if you call us and quote information beyond that available in the public domain, for example, data of a personal nature, this can't be recorded.

If such information is received, unless specific arrangements are made in writing with *Advanced*, *Advanced* are obliged to destroy the mail or fax or database copy, and will contact you to obtain anonymised information instead. It is the Customer's responsibility unless specific arrangements are made in writing with *Advanced*, to ensure that no personal identifiable information is uploaded to the Portal

Scripts to Anonymise Data

When you need to send in data, for example a database copy, but this data records information of a personal nature, we can write scripts to anonymise a copy of the data on a chargeable basis.

Fix/Patch/Maintenance Release for Application

Unless specified otherwise in your product Release policy, it is assumed that Customers will apply the latest patch to their live environment within 90 days of them being made available. *Advanced* reserves the right to decline the provision of Support Services if the latest Fixes or Patches have not been applied within this time frame.

Data Integrity

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.

3rd Party / External Applications

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.

Virtual Environments

Many *Advanced* products are certified to run in a virtual environment such as VMWare. However, Customers need to be aware that some of our Technology Partners, such as Oracle, have their own policies regarding virtual environments, where 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.
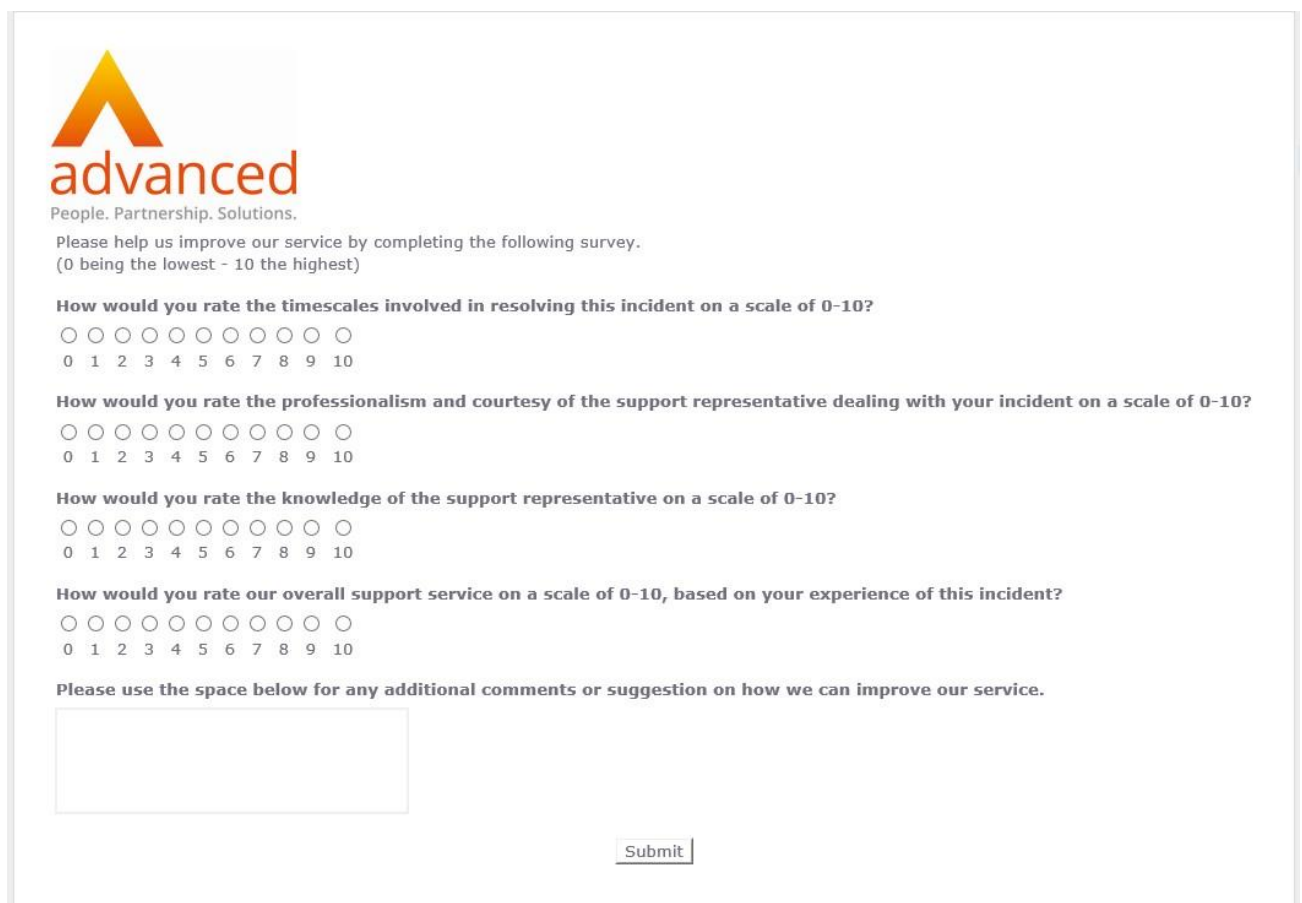
Please check with your Business Manager or *Advanced* Support Services before running *Advanced* applications in a virtual environment.

Customer Satisfaction Questionnaires

As part of our continuous improvement plan we are 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* teams. Please help us to improve our service by completing the questionnaire. We are always interested in Customer feedback and ideas for service improvement.

On the closing of each Incident, you will automatically get the opportunity to complete the below illustrated transactional survey regarding our support service.

Advanced

Appendix 1, Support team contact details

Product Area	Product	Hours of cover	Portal Address	Email	Phone
Advanced Healthcare	**Adastra**	**24/7** Supported hours may vary depending on your service level agreement. Please refer to your terms and conditions for details	https://customers.oneadvanced.com	AHCSupport@oneadvanced.com	0123 372 2707
	Adastra 111				
	Advanced Community				
	Crosscare				
	Carenotes				
	Caresys				
	Staffplan				
	Clinical				
	Odyssey Clinical				
Chorus	**Base Finance**	**8am-5.30pm**, Monday to Friday (excluding English public holidays)	https://customers.oneadvanced.com	Chorus.Support@oneadvanced.com	01271 341 794
	Extended Finance				
	Distribution				
	ERP				
	eGateway				
	KV Payroll (Third Party)				
	Jwalk (Third Party)				
Open Suite	**OpenAccounts**	**9am-5.30pm,** Monday to Friday (excluding English public holidays)	https://customers.oneadvanced.com	OASupport@oneadvanced.com	0330 122 4820
	eBis			ebissupport@oneadvanced.com	
	OHR			OhrSupport@oneadvanced.com	
	OpenLogistix			olxsupport@oneadvanced.com	
	OpenPeople				
	eOpenPeople			opsupport@oneadvanced.com	
	OpenTime				
	OpenWMS			owmssupport@oneadvanced.com	
	Business Cloud			support@oneadvanced.com	

Education	**ProAchieve**	**9am-5pm** Monday to Friday (excluding English public holidays and between Christmas and New Year)	https://customers.oneadvanced.com	Education.support@oneadvanced.com	0330 122 4830
	ProEngage				
	ProMetrix				
	ProMonitor				
	ProObserve				
	ProPortal				
	ProResource				
	ProSar				
	ProSolution				
	ProVerify				
	Progresso	**8am-5.00pm** Support, 4pm on Fridays excluding English public holidays	https://customers.oneadvanced.com	Learning.support@oneadvanced.com	0330 060 2199
	Facility (UK)				
	Facility (IRL)				
	CMIS				
	CMISGo				
	PES				
	FMeasy				
Exchequer	**Exchequer**	**8am to 6pm** Support excluding English public holidays	https://customers.oneadvanced.com	exchequersupport@oneadvanced.com	0330 122 4402
	Exchequer365				
	Exchequer - 3rd Party				
Field Service & Hire	**Siclops**	**9am and 5.30pm**, Monday to Friday excluding English public holidays	https://customers.oneadvanced.com	Fsh.support@oneadvanced.com	0330 122 4820
	HIremate				
	Service Director				

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	Opera				
Legal	**ALB**	**8am and 5.30pm**, Monday to Friday excluding English public holidays	https://customers.oneadvanced.com	legal.helpdesk@oneadvanced.com	0330 060 2102
	MLC				
	Laserform Desktop/Intranet				
	Laserform Hub				
	Laserform eSubmisisons				
Charities & Memberships	**NG**	**9am and 5.30pm**, Monday to Friday excluding English public holidays	https://customers.oneadvanced.com	nfp.support@oneadvanced.com	0330 122 4403
	OpenEngage				
	Donor Strategy/Member Strategy				
Public Sector & Enterprise	**Finance Process Manager**	**8am to 6pm**, Application Support 9am-5.30pm or as stated in your contract	https://customers.oneadvanced.com	Service.delivery@oneadvanced.com	0845 160 9999
	Workspace				
	Advanced Air Gateway				
	Advanced Air Approvals				
	Advanced Air Receipting				
	BPM				
	EROS				
	PRM				
Sports & Entertainment	**TALENT**	**9am and 5.30pm**, Monday to Friday excluding English public holidays	https://customers.oneadvanced.com	Talent.helpdesk@oneadvanced.com	0330 122 4820
	Web/Venue/Cloud Venue	**9am and 5.30pm**, Monday to Friday excluding English public holidays	https://customers.oneadvanced.com	Ticketingsupport@oneadvanced.com	0330 122 4820
Transoft	**AppIntegrate**	**8:30am – 5.30pm** Monday to Friday (excluding US Public Holidays)	N/A	ussupport@oneadvanced.com	770-933-1965 ext. 217
	Transoft Development Suite (TDS)				
	DBIntegrate				

	DBPronto				
	FlexGen				
	HP3000				
	UBL				
	U/FOS				
	U/SQL				
	VME Migration				
	VMS Migration				
	IB-ARM				
Hosting	**A365 SME**	**8.00am – 5.30pm** Monday to Friday (excluding UK Public Bank Holidays)	https://customers.oneadvanced.com		03301224402, Option 7 **-Alternatively-** 03300602102, Option 4
Consult CRM	**CRM**	**Base & Bronze Service Plan subscribers - 9.00am - 5.30pm, excluding English Public Holidays. Silver & Gold Service Plan subscribers - 6.00am - 10.00pm, excluding English Public Holidays**	Not Available	CRMSupport@oneadvanced.com	0845 241 9252

Appendix 2, Further Reading

Advanced Health & Care

Data Protection Policy

Our full data protection policy is available on request. To receive copies of the above documents, please contact the support team.

Advanced Business Solutions, Public Sector and Enterprise

Data Protection Policy

Our full data protection policy is available on request. To receive copies of this document, please contact the support team.

Appendix 3, Enhanced Support Offerings

Advanced Health & Care

Two levels of support are offered: **Traditional** *(*as described in this document) and **Assured** which offers enhanced levels of support.

 For further information, please go to: http://www.oneadvanced.com

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

For more information, please contact your account manager.

Advanced Business Solutions – Commercial

Extended support services "Support+" are available covering:

Health Checks - carried out on a monthly or Quarterly cycle depending on customer requirement (e.g. how well the database is performing on the server and what action if any is required to resolve issues)

Database Administration and tuning (helping to maintain database performance)

Fix/patch installation carried out by Advanced personnel

An additional number of live to test refreshes as agreed between advanced and the customer to meet customer requirements for testing.

Advanced Business Solutions - Exchequer

This business team offers report writing services; please complete our Report Writing Specification and return to us. http://www.exchequer.com/Customer-support.aspx

Advanced Business Solutions – 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.

Chorus Support

Ad-hoc through to 24/7 Out of hours support for both software and hardware is available. For further information, please contact your Account Manager.

Appendix 3, Enhanced Support Offerings

NFP (Not for Profit) Support

Support is offered from 8am for a number of NG customers, if applicable, this is detailed in your support contract.

Consultancy credits are available to purchase in agreed time blocks and can be used for remote work including: Professional Services Consultancy, Development and Project Management.

Consultancy credits can be used for remote work only and cannot be used for onsite work.

Please contact your Account Manager for further information.

Transoft UK and US

Enhanced support (or out-of-hours support) is provided dependent on contractual agreements, subject to additional charges. Please refer to your Contract or contact your Account Manager for further information.

Out of Hours Support

Dependent on your contractual agreement, out-of-hours support may be available. Please refer to your contract or contact your Account manager for further information.