

## Customer Support Service Review Meetings

### Service Review Meetings - Introduction

Blue Prism is committed to customers' continued successful use of our products through a comprehensive support programme.

As part of our engagement, we offer the option of regular Service Review Meetings with the Customer Services Manager.

The meetings allow the opportunity to review Support performance and process, discuss any outstanding issues and their progress.

It also allows us to share upcoming release information, and any upcoming projects or important dates for the customer.

*The Service Review Meeting can be conducted in person or over the telephone.*

*The meeting is scheduled for an hour and is a two way conversation:*

*Customers have the opportunity to give feedback on their experience of using the product and the support function*

*The Blue Prism support team explain any new features, releases, roadmap plans and support products that may be of interest*

“These meetings give both Blue Prism and the customer the opportunity to review both past performance and future plans. The frequency of these meetings is determined on a case by case basis, but we would recommend once per quarter as a good starting point.”

### Incident Case Review

- Review SLA performance for the period since the last Service Review Meeting
- Go through any outstanding incident tickets to report on current status.

### Roadmap Review

- Share product plans and timescales, along with any upcoming service offerings that may be of interest.
- Review customer's current version against latest current release to identify possible benefits vs. risks
- Share future customer plans, to include infrastructure changes, upgrade plans and process pipelines, along with any new processes implemented since the last meeting.

### Service & Product Improvement

- Discuss any items relating to things that could be done to improve the Customer Service experience.
- Talk through any past incidents which may highlight a need for process change on either side, or a future product enhancement.
- Discussion of any raised, or to be raised product enhancements not specifically linked to incidents