

# PEBBLE FUND MANAGER SERVICE LEVEL COMMITMENT

Fund Manager is a software application created and managed by Pebble.

## **Objective of the Commitment**

The purpose of this commitment is to describe the key services Pebble provide in relation to our Fund Manager product and the quality standards agreed with the customer in terms of service delivery.

## **Future Reviews & Amendments**

This agreement will be reviewed periodically.

## **Service Level Commitment**

The following parameters identify Pebble's commitment to you in support of the Service Level Commitment.

- Once a new order is placed for Fund Manager the setup team will be in touch within 1-2 days to supply the school with a data collection form so we can collect all relevant information to build their new software.
- When the data collection form is submitted correctly we aim to have the new software built within 3-4 days; if pupil data is required then this timescale may be extended pending a pupil file from the school to complete the software build.
- An email will then be sent to the main user advising the software is ready and inviting the user to a training session to complete the process.

## **Support Level Commitment**

- Support is handled via Pebble's Support Team.
- Pebble will respond to any support request within 24 hours, subject to the provision of a correct and working email address being provided. Support is available through email, telephone and in-app support.
- Additional charges may be made for the use of remote access software if necessary to resolve the issue if the problem is deemed to be an issue with the subscribers settings and not with SF Software Ltd.

## **Service Availability**

- Fund Manager software is available for customers to use 24 hours a day, 7 days per week.
- Telephone Support: 8:30am to 4:30pm Monday to Friday (excluding Bank Holidays).
- Calls received out of the above office hours will not be forwarded.
- Email Support: Monitored 8.30am to 4.30pm Monday to Friday (excluding Bank Holidays).
- Emails received out of office hours will be collected, however no action can be guaranteed until the next working day.
- In-app Support: Monitored 8:30am to 4:30pm Monday to Friday (excluding Bank Holidays).
- In-app messages received out of office hours will be collected, however no action can be guaranteed until the next working day.

## **Response Times**

- All telephone queries will be answered as soon as possible, but during peak hours this may not be by a member of the Support Team
- For telephone queries not answered by the Support Team, a Support Ticket will be created and assigned to the appropriate member of the team who will respond within 24 hours

- For telephone queries that can't be resolved first time, a Support Ticket will be raised and assigned to the appropriate member of the team who will respond within 24 hours
- All queries raised via in-app support channels will typically be acknowledged by the appropriate member of the team within an hour; this may be longer during peak hours
- For all email queries, a Support Ticket will be created and assigned to the appropriate member of the team who will respond within 24 hours
- All standard user support queries will typically be resolved within 48 hours
- All non-standard technical queries will be escalated to 2nd Line Support for resolution
- Resolution of non-standard technical queries that are the result of user error may be charged according to our standard hourly rate for support
- Any queries which require work from the Development Team to resolve will be managed in accordance with Pebble's testing and release schedule

### **Need more help?**

We're dedicated to providing a range of content to help you get the most from our tools. Access Pebble's support pages for our library of user guides, videos, FAQs and other documentation.

Find us at <https://www.mypebble.co.uk/support/>