A Kerridge Commercial Systems Company

inspHire Support

Services Handbook v4.3

Rental software experts.

www.insphire.com

inspHire Support Services Handbook Contents

Introduction

This guide is designed to help you understand your support service. It does not change any contractual terms which remain unaltered.

Support Frequently Asked Questions (FAQs)

Support Overview

What help does my support and maintenance cover?

Support is dependent upon the software version. Please also see the Version Categories section.

- Investigation of issues where the provisioned Software is not compliant with the intended usage or provided documentation.
- Provision of advice, guidance, and workarounds for situations in above.
- Provision of Supported Software corrections - when available and based upon our Version Categories.
- Investigation of error messages produced during normal operation of the Supported Software.
- Provision of release notes for new versions of the Supported Software.
- Provision of the latest Version of the Supported Software on request to Customers entitled to receive the latest Versions.
- Assistance with problems and queries processing data where Supported Software is not compliant with the provided documentation.
- Assistance with simple queries regarding specific Supported Software operation or functionality.
- Implementation of Software Changes to entitled Customers

Are there any exclusions to the above?

Support is dependent upon the software version. Please also see the Version Categories section.

- Investigation into any issues not arising exclusively from the normal use of the Supported Software in accordance with intended usage of the Supported Software and the provided documentation and / or functionality for which the Customer has not taken training.
- House-keeping functions.
- Calls not raised into Software Support Department in a timely and appropriate manner.
- Incidents not raised regarding the current live environment of the software and 1 designated test system.
- Support outside of the entitled support hours. For further information visit the inspHire website.
- Provision of any Supported Software corrections for Versions of the Supported Software as highlighted in the inspHire Version Categories.
- Investigation of issues where the Customer has not applied a correction or update previously supplied by inspHire.
- Investigation of performance where a user is attempting to exceed more than two Sessions for any user.
- Any defects or errors resulting from any modifications to the system setup made by any person other than KCS
- Any fault in any Third-Party Software / Database
- Investigation or work carried out at your request but which we find, in our reasonable opinion, is not necessary because there is no defect or error with or in the Service
- Work undertaken as a result of your failure to meet your obligations under the Contract
- Requests for full infrastructure and system (physical or virtual) security audits by a third party appointed by you
- New reports / complex report modifications.
- Environmental investigations or amendments.
- Data or Database maintenance.

If I need help with an excluded item, how do I get it?

It is not possible to describe every scenario here but typically such help will fall into three areas: **Training, Consultancy or Development**. To engage inspHire for these services, please read the What do I do if I need Training, Consultancy or Development work and not technical support section in this document.

Engaging Support

I need help, what can I do?

There are multiple ways that Support can be provided:

- F1 help files in the software
- Via our Customer Portal:
  - Knowledge Base self-help guides
  - Release notes
  - Product guides
  - Process and policy guides
- Internal training and consultancy from trained individuals in your business
- inspHire provided training and consultancy
- By logging an Incident
- By logging a Request

What is an Incident?

Incident is the term for any problem, query or request reported to Support that is recorded on the KCS Support System. There are two types of Incidents that can you can log with KCS

- Incident – a problem or fault, for example a crash or failure with your software
- Service Request – a request for service for example how to, training or upgrades to the current release.

When would I log a Support Service Request?

When planning an upgrade or you would like any assistance in training or 'how to' Support. This is treated differently to an incident. When raising a Service Request, you need to put a requested date for requests which should be at least one week in the future except for emergencies and ideally more than two weeks so KCS can plan resources accordingly to aim to meet your requirements.

Can I nominate a 3rd party to place calls on my behalf?

Yes, KCS will accept calls from 3rd parties on your behalf. To arrange for this, you must fill in the Incident Access Request form available on the Customer Portal and arrange for any eLearning training to be arranged via your Account Manager. In doing so you certify that you will ensure that the third party honours all obligations made in our agreements. You certify that instructions from the third party can be regarded by KCS in exactly the same manner as incidents reported directly by yourself. Where a request is made for activity that is chargeable you certify that any costs agreed to by the third party will be due and payable by yourselves as if you had commissioned the chargeable work yourselves.

How to log a Support incident or Service Request with KCS?

The most effective way of logging an Incident with KCS is via your Customer Portal, where you can assign your priority. To receive prompt attention, you must complete the Call Logging template and copy and paste it into the Detailed Description section to ensure we have as much information as possible to swiftly diagnose and resolve your issue. If we do not receive the detail of your incident as per this template, our vetting team may return your issue back to you via the Portal to address this oversight before we can work on it or the case may take longer to resolve as we need to ask you questions.

You may call us to log your incident via the published telephone number for your support location, however we must still be provided with the same detail as above. Please see the Call Logging Guide section.

Customer Portal

How do I request access to the Customer Portal for Logging Incidents?

If you require new users to be set up or are requesting 1st time access to raise incidents, KCS require you to complete the **Incident Access Request** form, found in the Customer Portal, on Company Letter Headed paper and then send it to the Customer Advice Line via email CustomerAdvice@kerridgecs.com where your request will be actioned.

What is the pre-requisite for access to the Customer Portal?

All nominated users who will be responsible for raising Incidents and Service Requests on behalf of a company must confirm they have received all product relevant training in the last 12 months from KCS for all areas of the system that they will be logging calls for and confirm they are fully proficient in normal daily operation of the software. If Support deem further training is required further down the line we will resolve any Incidents you have in that area and then make a recommendation for training to your Account Manager. Until training has been booked and sign off provided, your access to support will be limited.

I haven't had any product training- what happens next?

KCS will provide temporary access for 6 weeks until such a time that the training has been booked and we have been notified by yourself as this having been completed successfully.

How do I have changes made to my data?

We strongly believe that the data and configuration loaded onto any customer system should always be regarded by Kerridge Commercial Systems as customer data and as such, believe that the majority of our customers expect and require us to protect that configuration/data. We have a strict policy of not making changes to customer data and/or configuration via the support team other than in certain clear situations. Please see our Protection of Customer Data Policy on the Customer Portal.

What are the different queue states and what do they mean?

Status	Description
New	Newly created Incident and awaiting Vetting by KCS Support
Assigned	An Incident assigned to a Team but not yet allocated to a specific Analyst
Adopted	An Incident picked up by an Analyst but not yet being actively worked
In Progress	An Incident that has been responded to and is being actively worked on by an Analyst
Pending	An incident that cannot be progressed by KCS at present and is waiting for activity to be complete/further information to be sent (usually the Customer)
Resolved	A resolution has been provided and the Incident is being kept open for 3 days pending confirmation from the customer. This will automatically close in 3 days if no response is received
Due Now	Status when an action is due e.g. when a customer has replied back to a pending status Incident
Closed	Closed and no further action

When would inspHire close a case?

There are several occasions when inspHire would close an incident:

1. The main reason being that as a customer you have confirmed the Incident can be closed with no further action required. This is closed instantly upon confirmation.
2. We have confirmed the incident has been resolved, either by providing a workaround or if a development solution has been made available for you to take as it will require a Service Request to be raised to take the enhancement. This will go into a 'Resolved' state as we have not had confirmation from a customer to confirm. This will notify you via email, containing instructions on next steps that it is Resolved and will automatically close in 3 days, unless you contact inspHire support to advise otherwise.
3. Where we at inspHire are unable to progress an incident and are waiting for further activity or instruction from a customer. We will attempt to make contact several times before closing the case.

I've forgotten my password- what do I do?

Most resets can be completed by your own System Administrators without having to log a Support incident, saving you time and allowing our Support team to focus on your system incidents more effectively. See the Customer Portal for the Current Password Policy.

What happens if I am on holiday or out of the office when you try to contact me?

We always aim to contact our customers by phone first, if this is unsuccessful and we have either tried with no answer or left a message to return our call the case will be placed into a Pending State and will start the auto close cycle. Please see ***What is 'Pending' and how does it affect me?***

What is 'Pending' and how does it affect me?

If KCS have worked on an Incident and are unable to actively progress it until something specific happens or until a specific date and time is reached, the Incident should be set to Pending status. There are two types of Pending Status:

- **Restore on Time**- usually when we need to put the case on hold until a specific date and time e.g. we have requested access to your system and can only be granted at a certain time. This will diarise a follow up and once the date and time is reached will move to a 'Due Now' state.
- **Weekly Chase** with potential automatic closure- this is when we have requested information, replication, data, or if the incident is awaiting test with the customer. It will send out automated emails every 3 days until the 9-calendar day has elapsed and will then auto close. If you as a customer have followed our request in the Pending state and reply back, this will move the status in to 'Due Now' and trigger our SLO again.

Who are the Customer Advice Line and what do they do?

Besides our Support Team, KCS has a global Customer Advice Team providing a number of services during standard Support hours within your geography (except APAC). The Advice Line provides a service to customers who need to engage with us by phone. It can also, in the event of difficulty accessing our Support System, be used to log Incidents by phone providing you are recorded as a valid contact in our systems. Contact the Customer Advice Line for:

- Provide Incident Escalations across Sales, Professional Services and Support
- Customer Portal Queries
- Feedback Requests for Support Incidents / Service Requests

Contact Information:

- CustomerAdvice@kerridgecs.com
- 01488 662 099

Support Process

What happens after I raise an Incident?

An automated email will be sent to you to confirm that the Incident has been created and will contain your Incident reference number (this should be used in all further communication with us). Once we have received your Incident or Service Request, we will quickly check the call for the correct priority and quality before assigning to the relevant team who can assist further.

How long will it be before my issue is allocated to a Support Analyst?

This will depend on workload at any given time and the Priority of your incident when raised. P1 Critical Incidents are allocated upon receipt. P2 High incidents are typically allocated same working day or early the next working day. Lower priority incidents P3 Medium and P4 Low will fluctuate.

Once allocated an Analyst will carry out troubleshooting and provide support or guidance as quickly as possible. For more complex issues the team will attempt to replicate your issue on the latest version of our software and will keep you informed of our progress.

What if you cannot replicate the issue?

If the Analyst cannot resolve your issue following their attempts to replicate it then the Incident ticket will be escalated to our Technical Services team. The Technical Services team will do more detailed investigation and provide you with updates until the Incident is resolved, or will feedback if we need more assistance from the customer.

What happens to more technical issues?

If we find the behaviour reported in your Incident is contrary to our documentation / intended design, we will escalate the Incident ticket to our Development team.

Once the Development Team have a fix for the issue you have reported then it will be released in either a Service Pack or in the next full version release of the inspHire product.

What is the difference between an Incident and a Problem and why did you close my Incident?

An incident is always treated first and a relief for the incident is the priority to get you up and working again – we call that the Incident Call. We want to relieve the pain of that incident. After we have provided relief we may want to look at the under lying cause of the incident and make a permanent fix so it does not happen again or want to at least better understand the reasons for the incident, we call that a **Problem** and allocate it a separate logging number. The Problem might take longer to resolve and we might wish to deal with other Incidents so that we can offer relief as fast as possible, before turning attention to a Problem call.

Why has my Incident priority been lowered?

We expect all customers to be aware of the Priority definitions and impacts before raising their Incident, these can be found with your contract or our recently updated Definitions and SLO Found below. If the appropriate priority is not set we will always call you to confirm, followed up by a journal entry in the Customer Portal and email. If you disagree with our assessment of your Priority then you will need to further explain the business impact to our team who will reassess accordingly.

If your incident is lacking detail then it will be returned to you for further action!

Other Support FAQs

Where do you provide support from? inspHire Support is provided from several locations globally. These are the UK, Australia, South Africa and the Netherlands.

How do I log a Consulting or Development Incident?

For Consulting, the process is the same as a Support Incident to log a case but after that the processes to resolve your case are likely to be different. It is not possible here to list all possible paths to resolution but if you need help, the Customer Advice Line is there to help you with any queries.

For Development requests, please see the Change Request Process and SLO section of this handbook.

If a bug is found – what will happen?

Please refer to the Version Categories and Service Level Objectives for Software Support Service's (SLO's) for guidance on what type of issues are covered for versions of software. If eligible and you are unable to carry out a task and have completed as much troubleshooting as possible using our Knowledge Base and documentation on the Portal, please follow our Call Logging Guide, completing our Call Logging Template and attach any steps taken. Our Analysts will carry out troubleshooting and attempt to replicate your issue on the latest versions of our Software. If we can successfully replicate this in our latest iteration of the software we will raise an ISSUE with our Development team and provide you with the reference number. We publish the iteration release notes on our Customer Portal. Depending on the Version of software and priority of the incident reported, this fix will be applied to either the latest iteration or your current version in accordance with our Version Categories and Service Level Objectives for Software Support Service's (SLO's).

I've been told the software is Working as Designed – what does it mean and what can I do?

If we have completed our analysis of your issue and deemed it working as designed we have validated our code against the original design and it is performing as it should. We will always inform you and explain our rationale as to why. If this is acceptable and we have provided satisfactory resolution then the Incident will be closed.

If you disagree with our assessment and it fails to meet legislation then we are happy to discuss. If the output doesn't meet a specific requirement for your business then please refer to our Working as Designed Policy guideline found on the Customer Portal and engage with your Account Manager to arrange a quote for this specific requirement to be investigated.

We use KCS Software on our own premises using our own platforms - how will you help?

We do understand that from time to time our customers chose to use their own platform configurations however these may differ from what we recommend so please familiarise yourself with the Platform Support policy we have in place at KCS. A copy of the current Policy is available on the Customer Portal.

What do I do if the product doesn't perform a function I require?

For any items that you still require but are not part of the current product offering then you should contact your Account Manager to discuss raising a request for adding functionality. See Change Request Process and SLO.

We reserve the right not to effect a change to our software if we think it incompatible with our policies and / or strategy. Please refer to the current "Working as Designed" policy.

What are the different options for me if my case is important or time bound?

We have clearly defined definitions of what the different priorities are and expect our customers to use these definitions in good faith. If we believe based on the description of the incident raised that it is not pertinent to that priority we will downgrade it with an explanation as to why. If you follow the guidelines provided for the correct logging of a case with any deadline dates included, you may also flag your incident as Urgent and this will supersede any other incidents you have raised with the same priority. We will not accept any incidents raised and escalated on the same day to serve this purpose. If, however the issue that you have raised has now become more severe and of greater business impact or risk since it was originally raised, you can contact our Customer Advice Line who, if provided with the right information and business impact, can raise the Priority of your incident for you.

What happens if I need to get an update on a case and haven't heard back from KCS yet?

Our Support analysts will always aim to provide you with case updates and we recommend that you check your incident on the Customer Portal in the 1st instance. You can of course email the Incident Owner via the Portal and this will appear as an unread journal in the incident for you. If nothing is available there then please call or email the Customer Advice Line who can investigate and update you accordingly. Until an Incident has been adopted, journal entries will not be identified and this is why it is important to follow the correct process to make sure if you need an urgent response or update please contact the Customer Advice Line who can provide a meaningful update on your incident and its progress or availability to be handled by an Analyst as opposed to updating the incident by responding on the Portal.

What is the difference between a Priority Change and an Escalation?

(In order of incident precedence)

A Priority Change request should only be requested if the symptoms or impact of the current incident have become more severe and therefore now best suit the definition of the next level Priority. If this is the case then please call or email the Customer Advice Line who will ask you to provide evidence and a justified business rationale. If this is accepted then the priority will be changed in accordance with your request. The SLA/SLO for this Priority will only take effect from the point at which the change is instigated. A newly increased Priority is also not eligible for any Escalation for the 1st 48hrs.

Escalation: An escalation is a request for someone to respond or look at an Incident that is not deemed as being handled satisfactorily within acceptable timescales and in accordance with our published SLOs The fastest and best way to escalate an Incident is to either email or call the Customer Advice Team, who will ensure that the case is escalated to the relevant Team Lead and / or Assistant Manager. They will seek to advise likely timescales for allocation of a resource to the issue. As this is a live and dynamic environment, new inbound requests may change any advised timeframe so please do follow up further if needed. By following this process, the email or call will reach a dedicated team of individuals across the globe, covering multiple time zones.

How do KCS Support contact me?

KCS will always contact you via the most effective method based on what is required on the incident. This could be a call or directly via the Portal but all notes will always be visible to you on your incident via the journals in the Portal. If an Analyst provides an update on the Incident it will either be placed into Pending or Resolved if further information or confirmation is required from the Customer. If no further action is requested of the customer and we are still working on your case we will adds a journal note stating what 12 we are doing and next steps, then make it visible in the Customer Journal notes field in the Customer Portal in order to keep you up to date.

What if I thought my issue was resolved and now it's come back again?

If in the rare situation you find that your issue has returned there are 2 options:

- If the Incident is in a Resolved Status it will be like this for 3 days before closing. If the issue has reoccurred during this time, please update your incident via the Customer Portal with up to date notes, impact and replication or contact the Customer Advice Line, this will change the status from Resolved to Reopened and then have a status of Due now so it will not close and will resume with the team.
- If the incident is Closed there is no way to reopen the Incident so you will need to create a new incident with the Call logging Template and all new replication steps, screen shots, even referring to the previous Incident number. The new incident must conform to the new minimum standards set out in the How to log a Call policy otherwise it will be rejected. If the symptoms are exactly the same as before then you can simply clone the previous Incident.

What does the term "Support Stop" mean?

In exceptional circumstances if your account is not in good order then our accounts team may ask that we suspend provision of your support service. In such instances please contact our accounts team to resolve any matters to allow us to continue to provide you with support services. Until such a time as the "Support Stop" is lifted, you will be unable to raise any new incidents with KCS Support.

What support do I get with 3rd party software used with inspHire? Spindle, Scan to PDF, etc.

If you purchased a 3rd party product through inspHire with a support package, then we will support yourselves by doing first line level investigation. If we are unable to resolve the issue, we will liaise with the product supplier to reach a resolution.

How can I check what version of Sage Line 50 my inspHire is compatible with?

This can be found within inspHire. **Parameters -> Parameters -> Linking -> dropdown for sage version** – Versions inside this drop down are compatible with your version of inspHire.

I am waiting for a change/fix in a future release of inspHire. How can I check when this will be available?

The Customer Portal is where inspHire communicates when a new version of inspHire has been released. Within that announcement, the version release notes containing the relevant details is uploaded.

In addition to this if you are waiting for a change/fix to be released following an issue you have reported to the inspHire Helpdesk, the Analyst assigned to your case will notify you.

What is an "enable string" and why do enable strings expire? How to get them?

Typically, the length of a valid enable string is between 6-12 months and is usually in alignment with your contract renewal date. This can differ dependant on an agreement, and more information can be obtained from your Account Manager by calling the Sales line on 0115 9793377.

What do I do if I need Training, Consultancy or Development work and not technical support?

How can I request further training on an inspHire product?

To request further training on an inspHire product please contact your Account Manager. They can be contacted by calling the Sales line on 0115 9793377 or emailing sales@insphire.com

Who is my Account Manager and what is their email/phone number?

Please call the Sales Line on 0115 9793377 or email sales@insphire.com to find out this information

How can I request Consultancy from your Professional Services Group to review how we use an inspHire product and/or opportunities for us to get more from your products?

To request Consultation time from our Professional Services Group on an inspHire product, please contact your Account Manager. They can be contacted by calling the Sales line on 0115 9793377 or emailing sales@insphire.com

Who do I contact about a server move?

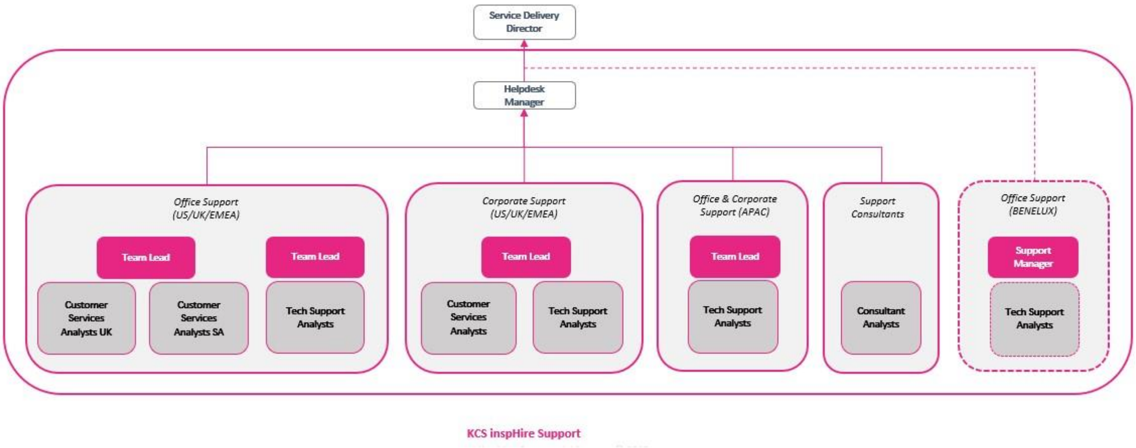
Any consultancy about the software for be delivered by our Professional Services Group. The first port of call would be your Account Manager. That person can be found by calling the Sales line on 0115 9793377 or emailing sales@insphire.com.

What do I do if I need some bespoke Development work completed?

Follow the instruction in the in the Change Request Process and SLO section of this document.

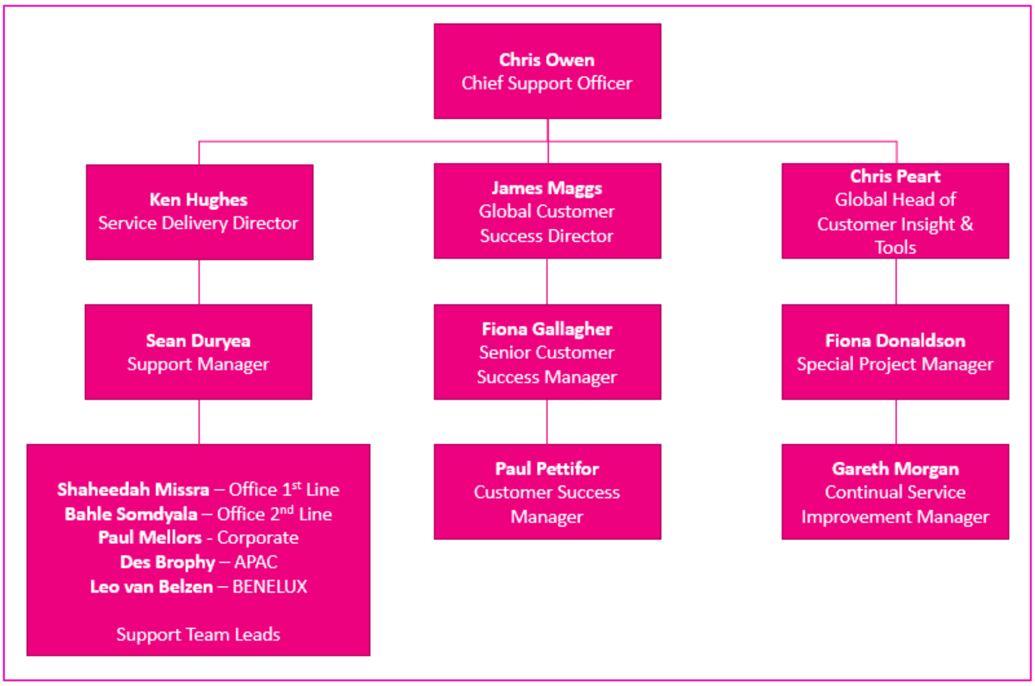
inspHire Support - Organisation Chart

An organisation chart showing the structure and members of the inspHire support team is as follows:



inspHire Support – Global Leadership Team

The Support Leadership team is a global team ensuring we have a standardised approach no matter where your incident is handled.



Service Level Agreement

This section describes the Software Support Services provided by InspHire (INSPHIRE). INSPHIRE provides Software Support Services via its Software Support Department, subject to the terms and conditions of this Support SLA.

1. Software Support Services

1.1 inspHire will provide Software Support Services to assist the Customer with queries and problems regarding their provisioned Software. Software Support Services is provided under a Support contract and will be provided via the KCS Customer Portal (where available), telephone or email, and using communication links to Customer Systems subject to **Acceptable Use.** If the Customer's own initial Support Team has carried out initial investigation and cannot resolve the query or problem, then the user can log a call with the Support Department for assistance. Details on how to log a call are held in the Customer Support Portal and will also be trained out as part of any new project implementation.

1.2 **The Software Support Services will include:**

1.2.1 Investigation of issues where the provisioned Software is not compliant with the intended usage or provided documentation.

1.2.2 Provision of advice, guidance and workarounds for situations in 1.2.1.

1.2.3 Provision of Supported Software corrections as and when available based on our Version Categories

1.2.4 Investigation of error messages produced during normal operation of the Supported Software.

1.2.5 Provision of release notes for new versions of the Supported Software.

1.2.6 Provision of the latest Version of the Supported Software on request to Customers entitled to receive the latest Versions.

1.2.7 Assistance with problems and queries processing data where Supported Software is not compliant with the provided documentation.

1.2.8 Assistance with simple queries regarding specific Supported Software operation or functionality.

1.3 **The Software Support Service will not include:**

1.3.1 Investigation into any issues not arising exclusively from the normal use of the Supported Software in accordance with intended usage of the Supported Software and the provided documentation and / or functionality for which the Customer has not taken training.

1.3.2 House-keeping functions.

1.3.3 Calls not raised into Software Support Department in a timely and appropriate manner

1.3.4 Incidents not raised in regard to the current live environment of the software and 1 designated test system.

1.3.5 Support outside of the entitled support hours. For further information visit the inspHire website.

1.3.6 Provision of any Supported Software corrections for Versions of the Supported Software outside of the inspHire Version Categories (as may be amended from time to time).

1.3.7 Investigation of any issues where the Customer has not applied a correction or update previously supplied by inspHire.

1.3.8 Investigation of any performance concerns where a user is attempting to exceed more than two Sessions for any user.

Version Categories

The number of Support Analysts available to service older versions of our software is naturally reduces as time passes. New team members who join us, are trained on the latest products and therefore the pool of people with knowledge of older versions diminishes. This is also true of other areas including our Development teams.

To ensure we offer the best quality of service and support we can, we have categorised our product versions from A to D. Each category will receive a slightly different service model, with the latest versions of our products receiving the fullest levels of support.

For ease of identification, the table below explains the category of support for each version of our software:

Product	Version	A	B	C	D
insphire Office	Latest 2 versions	✓			
	Previous 4 versions		✓		
	Next oldest 4 versions			✓	
	All other versions				✓
insphire Corporate	Latest 2 versions	✓			
	Previous 4 versions		✓		
	Next oldest 4 versions			✓	
	All other versions				✓

By more effectively managing our service in this way, we are also able to target ourselves on resolution times for our customers on the latest versions. See the table below for these targets and a breakdown of the support services offered for each category of software:

	A	B	C	D
SLO Applies & Target	✓ 85%	✓ 70%	×	×
Ensure software remains legislatively compliant	✓	O	×	×
Repair data post error / correction issue with reconciliation	✓	✓	O	×
Fix Critical Priority Bugs	✓	✓	O	O
Fix High Priority Bugs	✓	✓	O	×
Fix Medium Priority Bugs	✓	O	×	×
Fix Low Priority Bugs	✓	×	×	×
Advice Guidance and known workarounds	✓	✓	✓	✓
Access to Later versions	✓	O	O	O
Access to Support Portal where available	✓	✓	✓	✓
Access to Knowledgebase where available	✓	✓	✓	✓
Maintain the product with the latest KCS recommended OS levels	✓	O	O	×
Cloud Ready	✓	O	O	O
Root Cause Analysis	✓	O	×	×

O = Where Practical and Reasonable

What does this mean for me?

For a support Incident, it is inspHire intention to deliver on our SLO targets, 85% of the time for those on the latest versions and 70% on slightly earlier versions. Please see Service Level Objectives for Software Support Service's (SLO's) with an updated table with resolution times and reasonable endeavour targets.

We will not offer these targets for older versions of our products although we will continue to offer support.

If an incident is logged for a low or medium level bug that only impacts an older product (Category C or D), you will be advised that any fixes will be applied in a later version of your product. In this scenario, the only path to resolution of the issue will be to upgrade.

Service Level Objectives for Software Support Service’s (SLO’s)

Introduction

Complementing our SLA’s, inspHire aim to provide transparent Service Level Objectives (SLO’s) for typical time to resolve on Support Incidents and completion times for programme defects. This helps to set expectations of typical service levels which are not contractual and are based on product versions and iterations as outlined in the Version Categories section.

Target Resolution Times

- For customers on our latest versions of software, KCS will exercise reasonable endeavours to resolve calls within the shortest possible time, consistent with the agreed Call Priority, during entitled Support Hours.
- The following Service Level Objectives are Resolution targets that the KCS Support teams and the Development teams will be aiming to achieve as reasonable endeavours.
- KCS will always try to resolve problems as swiftly as possible. We recognise that the computer systems are important to your business. However, KCS like all software industry services is unable to provide guaranteed resolution times.

These new SLO’s help to set transparent expectations. For example, a customer using our latest version software raises a P2 incident. We would aim to have this incident resolved in no more than 5 working days 85% of the time. If the incident needed a bug fix, you could expect the fix to be completed between 4 to 8 weeks following replication. This period factors having it included in the next available targeted release.

While customers on older versions of our software do receive essential services and still have access to tools such as the Customer Portal and the knowledge base, we are not able to target ourselves on SLO’s as we do with our current versions.

Customers on older versions wanting to take advantage of the full services and targeted SLO’s are encouraged to consider upgrading and should contact their Account Manager to discuss.

Service Level Agreement and Service Level Objectives Response and Resolution – Incidents

inspHire will exercise reasonable commercial endeavours to respond to all Incidents within the shortest possible time, consistent with the agreed Call Priority, during entitled Support Hours.

Incidents SLA & SLO								
Impact		Support Incident					If Programming Required	
Incident Priority	Effect on the System	Examples of the effect of the issue	Target response (SLA)	Initial Update (SLO)	Update Frequency (SLO)	Typical time to resolve (SLO)	Examples of the effect of the fault	Typical time to Resolve Programming Incidents (SLO)
1	CRITICAL	• Entire System down /inaccessible to majority of users • Unable to use Business Critical functions	1 Hour	1 Hour	Every Hour	1 Working Day	• The defect affects business critical system functionality or critical data. It does not have a workaround. • Example: Unsuccessful installation, complete failure of a feature, system is no longer compliant with regulatory/legal requirements.	1-2 days from when bug reference issued
2	HIGH/URGENT	• Seriously degraded business critical functions impacting multiple/key Users. Workaround is complex/lengthy/unavailable	3 Hours	Same/next working day	Every other business day	5 Working Days	• The defect seriously degrades major business critical functionality or major data. It has a workaround but is not obvious and is difficult. • Example: A feature is not functional from one module, but the task is doable if many complicated indirect steps are followed in another module(s).	20-40 Working Days from when bug reference issued
3	MEDIUM	• Business critical functions impacting multiple/key Users. With acceptable workaround • Other significant non-business critical impact issues	5 Hours	Dependent upon investigation	On request or view online	22 Working Days	• The defect degrades functionality or minor data. It has an acceptable workaround. • Examples: A feature is not functional from one module, but the task is doable if steps are followed in another module/s, temporary system hanging.	88-176 Working Days from when bug reference issued
4	LOW	• Minor business function impacted • Functionality clarification • Apparent inconsistencies in data • Issue affecting single, non-key User • Test or Development System Issues	10 Hours	On request or view online	On request or view online	44 Working Days	• Defect does not substantially restrict use of product. • Issue can be easily circumvented. • Does not need a workaround. • Does not impact productivity or efficiency. • Example: Minor layout discrepancies, spelling/grammatical errors.	264+ Working Days from when bug reference issued
5	ENQUIRY	• Simple "How Do I?" question	30 hours	As allocated/ picked-up by Analysts	On request or view online	N/A	N/A	N/A

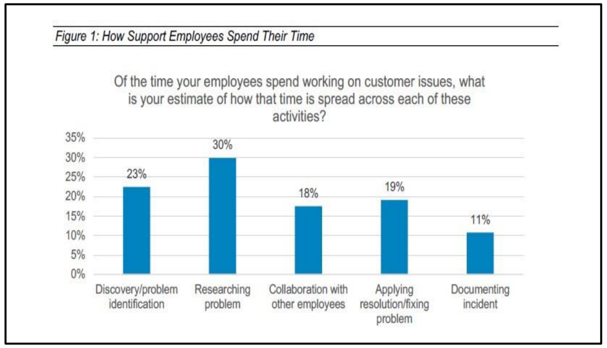
Service Level Agreement and Service Level Objectives Response and Resolution – Requests

inspHire will exercise reasonable commercial endeavours to respond to all Requests within the shortest possible time, consistent with the agreed Call Priority, during entitled Support Hours.

Request Priority	Effect on the System	Examples of the effect of the issue	Target response (SLA)	Initial Update (SLO)	Update Frequency (SLO)	Typical time to resolve (SLO)
1	CRITICAL	Not applicable to a service request.	N/A	N/A	N/A	N/A
2	HIGH/URGENT	Emergency Supported Software release to fix a business affecting area with no Workaround.	5 working hours	Same / next working day	Weekly	N/A
3	MEDIUM	Install of Service Pack for specific deadline	10 working hours	As mutually agreed	As mutually agreed	N/A
4	LOW	• New installations of Supported Software • Request for Service Pack installation • Chargeable installations • Live to test copy • Request for set up/configuration changes	20 working hours	As allocated to Analysts	On request or view online	N/A

Service Level Agreement and Service Level Objectives Response and Resolution – Your role

It is important to stress how much you, our customers, can help to shorten these resolution timeframes. Research published by industry leading independent group TSIA [Technology and Services Industry Association] shows that on average only half of Support resource is spent fixing actual issues. Your contribution to the support process by providing timely information, system access, etc. will enable us to increase our available resource as much as possible to ensure the best possible service levels.



Cloud Services SLA

Where you are using inspHire cloud services to host inspHire and its associated applications, and in the unlikely scenario you experience environmental/non-inspHire application issues, you are protected with the following:

Category	Level	Resolution Time
Category A	Serious business interruption	<30 mins
Category B	Problem that compromises user operation	<90 mins
Category C	All other requests	< 24 hours

This service guarantee's 99.9% (aiming for 100%) uptime 24 hours a day, 7 days a week.

Call Logging Guide

Incident and Requests are logged and maintained on the Call Logging System. For details of all KCS Call logging, tracking and management Policies please visit the KCS website or Customer Portal.

Incidents and Requests can be logged via the Helpdesk portal at portal.insphire.com, emailing helpdesk@insphire.com or calling your local number than can be found below. Regardless of the method that is used, your contact will be logged and maintained on our call logging system. Once logged, an automated email will be sent out to you confirming the case reference and the priority assigned to the case.

Working Hours (Monday -Friday)	Local Office
0800 to 1730 (GMT)	UK
0830 to 1630 (CST)	US
0800 to 1730 (WST)	AUS
0830 to 1700	Benelux
0800 to 1730	ZA

Phone

The territory specific numbers for the InspHire Helpdesk are shown below. Please be aware that calls are recorded for training and monitoring purposes.

UK Office Support:	+44 (0)115 979 3373
UK Corporate Support:	+44 (0)115 979 3374
USA Office Support:	+1- 832-7803-533
USA Corporate Support:	+1- 832-631-1650
Eire:	+353 (0)1 5290 177
South Africa:	+27 (0)10 5001 903
Benelux:	+31 (0)85 888 5252
AUS:	+61 8 94537400

Each office will observe local public holidays. This may result in a reduction or interruption to local support services at those times.

Background

This document is to help inform and guide you on how best to log a Support Incident when experiencing problems with your software. Incidents can be logged using the Customer Portal or Telephone as below in order of preference:

KCS Customer Portal

Each new contact must register to use the service by completing the Portal User Access Request Form.
For new customers this will be set up during your project. For existing customers, any new joiner requests for user access or for leavers can be made by completing the form found in Support News

Telephone

Via the Telephone Number listed above as issued in your introduction to Support. This number will vary by geography and can only be used by nominated contacts on your account. Any new requests for user access or for leavers can be made by completing the form found in Support News.

KCS Minimum Requirements for Incident Logging

Recent analysis has shown that over 50 hours a week are spent chasing nominated contacts via phone or email trying to understand the true nature of the incident being raised due to increasing volumes of incidents being raised which have little or no detail other than a screenshot being attached asking for help. This is having a detrimental impact on valuable time and effort on all parties and is impeding our ability to resolve incidents in an expedient manner for our customers.

So what does it mean for me as a customer?

We are asking you, our customers to work with us as we try to improve our service and for that reason we have introduced this simple process for logging your calls.

Step by Step Guide on Logging your Incident

1. Check for pre-existing incidents in your open cases on the Customer Portal to reduce duplication. If one exists, please append notes to the existing case- KCS will receive notification that your case has been updated and act accordingly.
2. Search our Knowledge Base and Support Guides and Policies to aid self-resolution of many incidents. If no articles exist, continue to Step 3.
3. Search Product Information for the latest Babbage Release notes (K8) to check if what you are experiencing has already been resolved in the latest Iteration.
   i. If you are not on a latest version please refer to our Version Categories.
   ii.If you are on a current product, please check to ensure you are on the latest iteration. iii. If you are not on a current product please speak with your Account Manager to discuss an upgrade
4. If assistance is still required please complete the mandatory call logging template found in Support News, then set your priority, copy and paste the call logging template into the Detailed Description field (attaching any replication docs, screenshots, videos), add any further notes about the problem that you may find useful with you contact details and availability.
5. If logged via the portal you will receive an automated response with your Incident Number as confirmation it has been received. All other methods will get communication back via Support

IMPORTANT: If insufficient information has been provided to allow the Incident to be prioritised, diagnosed, investigated or resolved in a timely manner then KCS reserve the right to reject the incident and place in a pending state. This will, unless rectified to the standard required, be automatically closed in 3 working days.

Call Logging Information:

Each call to our Helpdesk is logged in our internal systems. You will be required to provide the following information upon every new case.

1. Your company name, site reference, contact telephone number and contact name.
2. The priority description of the call (Critical, High, Medium, Low – P1, P2, P3, P4).
3. As full a description of the problem as can be provided at that time.
4. Examples where applicable.
5. Steps to replicate an issue where applicable.
6. Desired outcome.

During the initial call with the Helpdesk, the Analyst will enter key information using the following template:

- Overview of the issue with example/(s) (include screenshots / video with annotations)
- Actions / Process(s) performed to attempt to find a cause / resolution
- What is the next action? (i.e. Replication, Back-ups etc.)
- Is the issue affecting a single user or multiple users?
- Is this a re-occurring issue?

Appendices

Change Request Process and SLO

The inspHire system is comprehensive and highly configurable but you may want functionality or a change that is not included. Please speak to your Account Manager who will setup an engagement with one of our Professional Services Consultants to review your requirements. They will be able to advise you how you could utilise the system in a different way or change your working practices.

If PSG advise, or if you already know, that your required functionality is not in the system then you can raise a Change Request directly to our Sales team by following the process below. Your Account Manager would then arrange for a specific quote to provide this to be a change performed as a bespoke development.

Please also see our “Working as Designed policy”.

Change Request Process

1. Change Requests e-mails should be submitted to your Account Manager. Please include the below information in the body text of your e-mail and include the word “T-Shirt” in the title:

Change Description:	A brief description of the change request(s) and the underlying problem you would like solved. Explain why solving the underlying problem(s) is important to your business.
Target Users:	List all the users/roles in your business who would benefit from the change.
Affected Areas of the System:	You need to provide the detail of your requirement here. Please state the application area (e.g. Daybook, Routing, Workshop, Invoicing, etc.).
Why do you want the Change(s):	This may include an explanation of how the change(s) will increased efficiency, facilitate ease of use, or support compliance with legislation or industry standards.
Value of the Enhancement:	If possible, quantify the cost of not doing the change, or express it in terms of time lost. If it cannot be quantified, then explain the qualitative impact of not doing the change (degree of manual effort, impact on other projects, etc.
Current version of software you are using:	Detail the precise version of the inspHire product you are using.

2. Change Requests are reviewed weekly by the KCS inspHire Product Management team.
3. The outcome of the triage meeting will be confirmed with the customer; should the change request possess enough information and be accepted for progression then a quote for the specification time, to fully scope and document the requirements, will be provided. This quotation will require approval in advance of further progress.
4. Upon receipt of a signed order, inspHire will begin the process of creating a scope document, this will include input from Product Governance, Development and QA in order to confirm the resource required to completed the fully scoped work. based on our understanding of the customer problem statement, the target users and our interpretation of the definition of done. (Dependent on the size of the request the Assessment documents will be published to the customer within 30 working days from quote acceptance.
Larger requests may require further analysis time and therefore an extended turnaround timeframe.)
5. The Product Management team can provide an indicative delivery timeframe based on the current roadmap.
6. This information, along with a quote for the work, will be returned to the customer.
7. The customer has 30 working days to accept or reject the quote.
8. Accepted specification documents/orders will then be given a confirmed target delivery schedule within 30 days of receipt.

Delivery scheduling is subject to final solution design and sign off of a formal quotation. You may be contacted during this period for further information, so please ensure that your contact details are correctly entered on the form.

Change Request SLO's

KCS will exercise reasonable endeavours to achieve the target timeframes for each KCS stage of the Change Request process below. To aid the process, we ask our customers to also aim to respond to the target times:

Change Request SLO		
Stage	**Who**	**Target Time**
Change Request Submitted	Customer	Anytime
Review & Quote	KCS Product Team	20 Days from above
Acceptance/Rejection	Customer	30 Days from above
Specification Produced	KCS Product Team	30 Days from above
Specification Accepted/Rejected	Customer	30 Days from above
Development Scheduled	KCS Product Team	30 Days from above

inspHire Platform Support Policy

As your software provider we take great care to ensure that our software is compatible with specific versions or third-party products such as Microsoft or proprietary VPN's, etc. For those customers that run our software on their own premises we would ask that you always seek to validate with your local support office the appropriate and tested version that we recommend. We also provide guidance for "self-hosting" customers on appropriate levels of hardware and software required and key parameters.

We do however acknowledge that from time-to-time customers may wish to deploy our software in a manner other than our recommended configuration and feel we should explain how we will handle reported incidents.

When an incident is logged with us from a customer operating outside of the recommended configuration we will acknowledge and respond to the incident in a like manner to how we would manage an incident from a recommended configuration. We will then seek to triage the issue and where we are able to replicate the issue in a recommended configuration, we will seek to address the problem in line with our standard processes.

Only in the case where we are not able to replicate the issue using recommended configurations and/or those instances where we have reason to believe that the error reported is being caused by the use of a non-recommended configuration may we respectfully advise that the path to resolution is to operate the software as recommended. In such instances, if a customer can demonstrate that the error does still occur in a recommended configuration, we will clearly revert to normal incident processes. As such we would advise customers operating in a non-recommended configuration to retain a copy of the software in a test system that is aligned with configuration recommendations.

Where the likely determination is that the error is caused by the use of the non-recommended configuration, customers may request changes to the software to accommodate their specific configuration but please note that a) this may not be possible to achieve and b) in fairness to all customers this activity would be treated as an enhancement (and thus chargeable) development.

We expect all self-hosted environments to be running the latest versions of chosen Operating System, with up-to date virus definitions and an appropriate data backup plan. It is also important that the environment in which the application is hosted has suitable resources to be used with the inspHire application. Where inspHire installations are hosted by inspHire, we will ensure your environment is kept up to date, secure, and resourced.

Working as Designed Policy

Your recent report of an issue has been investigated and after due consideration the finding of our team is that the software is working as designed / intended. This means that the software was originally expected to work in the manner reported.

There are several options open to you in regard to this incident:

1. If this is acceptable to you then please let us know and we will close the incident accordingly.
2. If you believe that this is incorrect, and the design was otherwise, then please let us know why this is the case. Help file, product documentation, and/or training guides that indicate an intended functionality different from system behaviour may all be submitted. Ideally please indicate the difference between the documented functionality and actual functionality being experienced as that "difference" is useful as a true problem statement.
3. If you believe that the design is in breach of statutory obligations, then please let us know what legislative requirement is not being met and we will in due course review our design. Only in cases where we have previously made any express warranties will this be treated as a genuine defect, but we are keen to understand any issues with compliance and are happy to engage in conversation around such challenges.
4. If you feel that the design does not meet industry typical ways of working, then we can pass on an enhancement request to be added to the wish list, for consideration by our development team for inclusion in a future version. Please be clear when specifying what change in functionality you would wish to see, preferably with a before and after statement.
5. If you feel that the design does not meet a specific requirement that is unique to your business processes or alternatively you can't wait until this may be included in a new version of the product, then you can ask your Account Manager for a specific quote to provide this to be a change performed as an enhancement.

With hope that explaining these options to you allows you to better understand the possible paths forward in regard to your incident.

Acquisition of Customer Data

Once a copy of a customer's data arrives within inspHire, inspHire are responsible for that data, what it contains, and its security. inspHire will only have permission to maintain and keep a copy of customer data for so long as it is required to complete the purpose for which it was originally obtained.

When can data be captured?

This section sets guidelines for when it is acceptable to capture or request to capture a set of customer data.

1. Customer data is required to test bespoke data/development/report work as part of an agreed set of work and this work cannot be completed without a copy of the customer's data.
2. To further investigate a reported issue that:
   - Cannot be replicated locally by inspHire.
   - The issue can be replicated, using documented steps, on the customer's UAT (Test) system
   - The issue is not documented in the product release notes in a future build/version to the one the customer is running.
   - With a customer's system where it is running the currently released build or within two builds prior to this. Please see our Back-Porting Policy for more information.

A customer's permission will be obtained using the Data Acquisition form capturing a signature from an authorised representative from both inspHire and the customer.

The Data Acquisition form allows inspHire and the customer to electronically sign a legal document that gives us permission to copy and transfer the data and sets out our responsibilities in keeping it securely.

Data Transfer

Where it is required to obtain and use a copy of a customer's data, the transfer of the files can be provided by the customer on a secure Removable Storage device or transferred digitally using inspHire's own SFTP services.

SFTP transfer or secure Removable Storage Device are the only accepted methods for data transmission.

Data Storage

If provided on a removable storage device, the data will be transferred onto a single computer system and used only for the intended purpose it was provided. Once the purpose the data was provided for has been complete, the data is removed from that computer system and the removable storage device returned to the customer.

Where data files have been digitally transferred using inspHire's SFTP, a single copy of the database file is transferred across the internal network onto a single local computer system and only used for the intended purpose it was provided. Once the purpose the data was provided for has been complete, the data is removed from that computer system.

In the instance that more than one individual requires access or use of this data (an escalation to the Development team for example), then those additional users will have to access the data stored on this one local machine. customer data will not be shared across multiple systems.

Information pertaining to an Individual

Customer data may contain information that can identify an individual and fall under GDPR legislation (visit the inspHire website for more on GDPR). Therefore, prior to the transferring of data to inspHire or, as the VERY FIRST step after a set of data has been restored into a usable format, all data contained within that could identify an individual must be either removed or obfuscated. Pre-made database queries for inspHire products are provided to assist in this regard.

Protection of Customer Data

We strongly believe that the data and configurations loaded onto any customer system should always be regarded by inspHire Ltd as customer data and as such we believe that the majority of our customers expect and require us to protect that configuration/data. Accordingly, we have a strict policy of not making changes to customer data and/or configurations via the support team other than in certain clear situations.

The only situations that we would typically agree to make any changes to data are as follows:

1. Action taken to recover data lost through failure of a menu option/standard process of the licenced software.
2. Action taken to correct any corruption of data occurring during normal operation of the system through some fault in the licenced software.
3. Action taken to correct data which has been wrongly processed by a process that is part of the normal operation of the licenced software.
4. Configuration options expressly made unavailable to a customer to amend.
5. At the sole discretion of inspHire Ltd to make pro-active changes which are deemed to be needed to prevent further issues.

In all other cases any requests for changes to data and/or configuration parameters will be passed to our Professional Services Group. This is to ensure:

1. There is an auditable request for the change being made.
2. An impact analysis can be made, presented, and signed off by the customer prior to any change being conducted.
3. Changes are only made with full consideration to any impact.
4. The support service is being safeguarded for those situations where there is an error in our software.
5. If deemed appropriate, reference can be made to the original implementation to understand the initial settings/parameters/configuration design, etc.

Whilst we accept that in certain situations this will create a short delay in effecting any changes, it is our view that this is appropriate to ensure that due consideration, diligence, and process is given to these matters, and that the integrity of the data/configuration on our customers' systems is properly respected.

Escalation Process

To escalate a ticket to KCS inspHire then simply contact the Customer Advice Team. They will raise an escalation on your behalf into our ticket tracking system. This will automatically alert your escalation up to the Team Lead of the department responsible for the ticket. It will also highlight the escalation to the person responsible for updating your ticket and start a timer for that individual to respond to your request.

If further escalations are required then the alerts for your issue will be extended further up the management chain automatically by the Customer Advice Team.

Glossary of Terms used in this document

Term	Meaning
Acceptable Use	Number of calls (not Service Request) logged via the online Customer portal (where available) or email/phone call (circa 15 minutes) where the outcome is not defect/bug related.
Business Critical Functions	Essential functions necessary for business to operate.
Call	A query, fault, error or problem reported to the Software Support Department for assistance or investigation.
Call Logging System	The system used by InspHire to record and manage Calls.
Call Priority	The priority of a Call, how urgent the Call is.
Health Check	A business and system process review followed up with a report recommending relevant improvements and changes, performed by INSPHIRE Professional Services. This is a chargeable service, and more information can be obtained from your Account Manager.
Housekeeping Functions	Any routine activities required for the ongoing operation of the Supported Software in the live environment.
Initial Support Team	A nominated individual or group of individuals employed by the Customer to provide Initial Support for the Customer's personnel
Initial Update	Performed at allocation of incident/service request to support analyst including comments on initial triage, additional info required from Customers and planned status/next steps.
Medium Priority URGENT	Accelerated initial update and update frequency for designated medium priority incidents.
Service Level Objective	The service that we will apply reasonable commercial endeavours to deliver in 85% or more occasions.
Service Pack	Is a bundle of changes that can be installed on a Customer's system to resolve issues with the Supported Software. It may also include enhancements to existing functionality and new functionality.
Session	The simultaneous use of the software by a single user limited to no more than two concurrently.
Software Changes	Changes to any part of the Supported Software, including changes required to provide a resolution to a Call or to provide a diagnostic tool.
Software Support Department	The Department of InspHire that provides Software Support to Customers.
Support Hours	The office hours of the support locations. NB for USA Customers all normal office hours for all time zones in the contiguous 48 states are applicable. For Australia all time zones for the continent of Australia. For New Zealand the time zones for North and South Island.
Supported Versions Policy (SVP)	A policy that lists by incident criticality, by version where Customers can reasonably expect a Supported Software correction "Bug Fix" to be made available.
System	The inspHire Supported Software and associated Customer data.
Target Response	Acknowledgement by INSPHIRE of an incident or service request including initial validation of entitlement to report a Call and confirmation of receipt typically including Call ref number.
Training	Provision of on site or remote consultancy on how to use new or current modules within the software.
Update Frequency Objective	Desired typical frequency of updates including refreshed status/next steps.
Value Added Services (VAS)	Selected service options such as Health Checks, Training, minor works, case review meetings and other activities designed to assist Customers in the use of their Supported Software.
Version	A version of the INSPHIRE Core Software or the INSPHIRE Other Software (as applicable) denoted by the number before the point in the version number.

www.insphire.com