

Technical Hotline Support Standard Essential Care



SmartPeak Standard Essential Care

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Introduction to SmartPeak Technical Hotline Support (THS)

SmartPeak is dedicated to providing high level and quality technical expertise and customer care, ensuring that all its products are both efficiently and effectively installed and supported throughout the lifetime. The SmartPeak Technical Hotline Support (THS) Packages allow SmartPeak customers to troubleshoot specific issues through the use of the SmartPeak Knowledge Base and online web pages, and be provided with a sound range of diagnostics from its support staff to resolve technical queries promptly and effectively.

SmartPeak offers highly skilled and effective technical support ensuring that it is able to meet the varying technical and support requirements of all of its customers.

Standard Essential Care

The Standard Essential Care support package provides a telephone and email support direct from SmartPeak, alongside our extensive online support resources at www.smartpeak.com/support.

Up to two named contacts within your organization can be registered to receive support from the SmartPeak Technical Services Team with a targeted response time to effectively resolve your support requests.

Standard Essential Care Key Features

Online Support

- SmartPeak Knowledge Base
- SmartPeak Documentation

Customer Support

- Targeted 4 hours response
- Telephone & Email Support from 9:00 to 17:00, Monday to Friday
- Up to 2 named contacts

Standard Essential Care Features Table

| Features | Standard Essential Care |
|---|---------------------------|
| Online Support: www.smartpeak.com | |
| SmartPeak Knowledge Base | ✓ |
| SmartPeak Documentation | ✓ |
| Telephone & Email Support | |
| Standard Business Hours* | 9:00 - 17:00 Mon - Fri |
| Targeted response | 4 hours |
| Named Key Contacts | 2 |

* Please note: Support requests received outside of these hours will be logged and actioned at the start of the next relevant working day.

Technical Hotline Support Processes

SmartPeak Technical Hotline Support Packages allow SmartPeak customers to troubleshoot specific issues through the use of the SmartPeak Knowledge Base and online web pages, and be provided with a sound range of diagnostics from its support staff to resolve technical queries promptly and effectively. Where technical onsite consultancy or a technical training requirement is identified, the SmartPeak Technical Services Team will provide details on the appropriate services available.

Technical Hotline Support is available for supported products through various contact forms in addition to the knowledge base with telephone support during the hours applicable for customers with current support packages in place.

SmartPeak endeavors to support the technical requirements of its customers, and asks that on contacting the Support team key information such as product license keys (see the section entitled "Information required when logging a support query" for details of exactly what is required) are available to ensure a rapid support experience.

Contacting Technical Support

Online Web Pages

These are available to all SmartPeak customers, with knowledge base articles updated periodically in line with software upgrades and enhancements. For customers with a current THS contract additional and more in-depth assistance is available by email or telephone.

If you are unable to resolve a query you have from the online knowledge base and need immediate assistance, you can call SmartPeak's support team for technical support. Please note that to receive technical support directly from SmartPeak you must have a current Technical Hotline Support contract.

Telephone Support

On calling our Support Team you may be asked to quote your customer ID, in order that your query can be swiftly and effectively handled.

How requests are logged and tracked

All queries received by SmartPeak Technical Services Team are logged on receipt and given a unique Case Number for tracking. Where there are a number of different queries logged with SmartPeak each query will have a unique ID, which you should note and quote on contact with us.

Response Times

Once we have received your query and logged and assigned it a unique Case Number, we will acknowledge your issue. In some cases, we may need to obtain additional information from you in order to resolve the issue.

Response times depend on the severity level of the issue. The SmartPeak support team will determine your fault's severity level based on guidelines listed below.

Standard Business Hours

Calls and emails will be routed directly to the Technical Services Team.

Outside of Standard Business Hours

Standard Essential Care customers may call Technical Support and leave a voicemail message. Your call will be returned on the next business day.

Information required when logging a support query

When submitting an email support query, please provide the following information:

- Company name & Customer ID (preferable)
- Contact's name, phone number and email address
- Unique Case Number if this is a continuation of an existing request (in the subject line)
- Level of severity
- SmartPeak product name and the product version number
- Operating system version
- Detailed description of the problem, including any steps required to reproduce the problem

Levels of severity for fault categorization

The different severity levels of fault categorization and recommended method of contact for each severity level and related targeted response time are detailed in the [Issue Severity Response Matrix](#) below. It should be noted that these are response times rather than fault resolution times.

For severity levels 1 and 2, it is strongly recommended that you phone rather than email technical support. For issues submitted to technical support via email the support team will respond either by email or phone within the timeframes allocated for Severity 3 or 4 issues.

Issue Severity Response Matrix

| Severity Level | Description | Contact Method | Response Times |
|-----------------------|--|--------------------|----------------------|
| 1) System Down | System is inoperable, not functioning; data is lost. | Telephone | Immediate to 4 hours |
| 2) Critical | Business outage or significant impact threatening future productivity. Very difficult to work around; system is somewhat usable. | Telephone | 4 hours |
| 3) Work-around | Problem impact is high; production is proceeding but in an impaired fashion. Workarounds are available. | Telephone or Email | 4 hours |
| 4) Minor | Issue does not have significant current productivity impact. General queries, enhancements, cosmetic problems. | Email | 4 hours |

Product Updates

Fixes and patches may be made available through the following methods:

- Email from a support engineer
- FTP site (password protected)
- CD (upon request)

Product Version Upgrades

Upgrades are available to customers with a current SmartPeak Software Subscription[†] package.

Version updates are issued, upon request, to the person who was identified as the technical contact on your support package certificate. Technical support is available on non-current versions. Please note customers will be notified when a version reaches 'end of life'.

Escalation Procedures

SmartPeak escalation procedures raise the visibility and importance of your problem within the Technical Services Team, and SmartPeak Management. SmartPeak may, at its discretion, pass any case into the escalation process.

If you feel at any stage that you are not satisfied with a response from the technical support staff, you may request that the issue be escalated to the Support Manager for their priority attention.

SmartPeak Software Subscription

The SmartPeak Post-Sales Group is dedicated to providing responsive, high-quality assistance with your software subscription renewals and related enquiries. This ensures continued access to both technical support and product developments and upgrades.

[†]SmartPeak Software Subscription service is available separately to the Technical Hotline Support contract. For any further information please do not hesitate to contact the SmartPeak Post-Sales Group on +44 (0) 870 112 9100 or visit www.smartpeak.com/support.

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