

Technical Hotline Support

Premium Corporate Support



SmartPeak Premium Corporate Support

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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.

Premium Corporate Support

SmartPeak Premium Corporate Support provides a superior level of Technical Support and Customer Care offering a first-line of telephone and email support direct from SmartPeak, alongside our extensive online support resources at www.smartpeak.com/support.

Up to 10 named key contacts to be registered to receive support from the SmartPeak Corporate Support Team with all issues automatically prioritized. You will additionally be given a named Corporate Support Advisor to manage all your requirements through to effective resolution and monitor service levels.

Premium Corporate Support Key Features

Online Support

- SmartPeak Knowledge Base
- SmartPeak Documentation

Customer Support

- Targeted 1 hour response
- Telephone & Email Support from 9:00 to 17:00, Monday to Friday
- Telephone & Email support 24 hours a day, 7 days a week available with “exTra” upgrade*
- Dedicated named SmartPeak Corporate Support Advisor
- Priority Escalation & routing of issues
- Up to 10 named key contacts

*Please refer to [“exTra”- 24/7 Technical Support Upgrade for more details](#).

Premium Corporate Support Features Table

Features	Premium Corporate Support	With “exTra” upgrade
Online Support: www.smartpeak.com		
SmartPeak Knowledge Base	✓	✓
SmartPeak Documentation	✓	✓
Telephone & Email Support		
Standard Business Hours*	9:00 - 17:00 Mon - Fri	24 hrs Mon - Sun
Targeted response	1 hour	Mon - Fri = 1 hour Sat - Sun = 4 hours
Priority Escalation of issues	✓	✓
Dedicated Support Advisor	✓	✓
Named Key Contacts	10	10

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

“exTra”- 24/7 Technical Support Upgrade

Customers who require round-the-clock support for their mission-critical installations can also upgrade their Premium Corporate Support package to include the SmartPeak “exTra” upgrade. “exTra” offers the same high level of service and support direct from SmartPeak with access to the THS technical experts 24 hours a day, 7 days a week.

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. If you have a Premium Corporate Support Package, you will receive priority routing regardless of your level of severity.

Standard Business Hours

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

Outside of Standard Business Hours

Premium Corporate Support customers may contact Technical Support and leave a priority voicemail out of hours for urgent attention on the next working day following your voice message. When calling outside of business hours, your initial call will be answered by our answering service. You will need to provide your contact information and the product you are calling about. You can typically expect a call-back within one hour of receipt on the next working day following your voice message.

Customers who have purchased the "exTra" upgrade package receive 24 hour support, 7 days a week using the standard telephone and email support procedures.

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.

Customers with a Premium Corporate Support Package can also notify SmartPeak of severity 1 and 2 issues out of the standard business hours, for priority attention on the next working day following receipt of your fault notification (voicemail or email).

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	Mon-Fri : Immediate to 1 hour Sat – Sun : 4 hours*
2) Critical	Business outage or significant impact threatening future productivity. Very difficult to work around; system is somewhat usable.	Telephone	Mon-Fri : 1 hour Sat – Sun : 4 hours*
3) Work-around	Problem impact is high; production is proceeding but in an impaired fashion. Workarounds are available.	Telephone or Email	Mon-Fri : 1 hour Sat – Sun : 4 hours*
4) Minor	Issue does not have significant current productivity impact. General queries, enhancements, cosmetic problems.	Email	Mon-Fri : 1 hour Sat – Sun : 4 hours*

*Response times for Saturday and Sunday apply only to customers with a valid “exTra” 24/7 Technical Support Upgrade . For more information please see [“exTra”- 24/7 Technical Support Upgrade](#)

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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