

Support Partnership Agreement

Helping us to help you

When logging a case, for us to efficiently investigate your query, please ensure you provide details of the following:

- The Sage product affected, for example, *Sage Intacct, Sage 200, Sicon Approvals*
- The Product version
- Number of users affected
- Screenshot of the error
 - Please ensure as much information is sent as possible, as this will avoid delays in having to ask you for more information in some cases rather than a simple “I have an issue”
- Steps taken to reproduce the error (where applicable)
- Any changes that have been made to the system that could be relevant. Such as “*Issue only arose after an office update, windows update or system upgrade*”
- State the business impact: *Critical, High, Medium, Low.*
 - Please see below for guidelines around severity. PKF Smith Cooper Systems reserves the right to downgrade a case with an incorrect priority assigned to it after initially reviewing the case, we will advise where this applies.

If a case is logged without the relevant information being included this will result in a delay resolving the end user’s query.

Case Severity and Response

The incident responses and target response times are detailed below. This section serves as a support response guideline and PKF Smith Cooper Systems agrees to use reasonable endeavours to comply with the below.

Intended Service Levels		
Severity Level	What this severity level means	Aimed Response Time
Critical	<ul style="list-style-type: none"> - Impacts all users - At least one business critical high impact inoperable - Whole application inoperable - High commercial impact 	2 hours
High	<ul style="list-style-type: none"> - Impacts Majority of users - Business critical but with short term alternatives - One module affected 	8 hours
Medium	<ul style="list-style-type: none"> - Impacts on a very limited number of users - Not causing a business critical impact - Minor Impact on the operability of the application - New user set up/permissions 	2 working days
Low	<ul style="list-style-type: none"> - Minimal impact on users - Cosmetic impact / How do I? - Cosmetic impact on the operability - Reports/Layouts Changes 	4 working days



Our Process and General Information

Our support desk is open Monday to Friday, 8am to 5.30pm.

The terms and conditions of PKF Smith Cooper Systems (PKF SCS) support dictate that we aim to respond to all cases as soon as possible. Please note critical calls will always take priority.

We reserve the right to downgrade a case with the incorrect priority assigned to it. We will inform you if this is the case and we are happy to discuss this further with you to ensure that both parties agree.

If any changes to your case result in the business impact changing, please let us know as soon as possible so that we can raise or lower the severity as needed.

You will be notified if your call is escalated to a 3rd Party. Where calls are escalated to a third party, PKF SCS are subject to that company's SLA and therefore response times may differ, these are available on request.

Please note if a resolution requires an update to the application software, timescales may vary according to the nature of the patch/requirement.

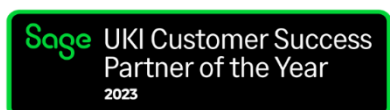
Whilst we will always endeavour to respond by return, please allow 2 days for calls that have been passed to the Account Manager to respond.

Note that PKF SCS does not offer credits for missed response times. Rather, we will monitor this on a monthly basis and any significant incidents, which run over, will be discussed with the client and appropriate actions agreed for future cases.

Our business is built on the foundation of long term, mutually beneficial, business relationships. We are very proud of our support service and we hope to provide our best efforts to all our clients for as long as Sage is installed within their business.

PKF Smith Cooper Systems

Award-winning Sage Support





The Good Sage Guys to Deal With

01332 959 008 | www.pkfscs.co.uk | sagesupport@pkfscs.co.uk
Prospect House, 1 Prospect Place, Derby, DE24 1HG