

WFM

SERVICE CHARTER

www.wfmsoftwaresolutions.com



The service charter provides an overview of the support and maintenance services provided by Workforce Management Software Ltd.

Our support desk is the first point of contact for all support and maintenance enquiries, upgrades, and system moves.

As our main communication tool, you can log, update, and view support cases directly with us here, as well as add notes or upload attachments to aid case investigation. Additionally, the portal also provides a searchable knowledge base and access to documentation. You can access the customer portal 24 hours a day, seven days a week.

How to contact us:

Customer portal: support.advancedadvvt.com/csm

Summary

The service charter contains details of the levels of service that we offer, contact information, and our escalation process. It sits alongside Workforce Management Software Solutions formal contract with its customers and is in line with the terms and conditions of these agreements.

We welcome new ideas for improving and enhancing our service. We constantly evaluate ourselves against this charter and strive for continuous improvement. If you have any suggestions, please give them to your account manager or the support desk.

High Priority Cases

In the event of a high priority case, you should call the support desk as soon as possible after logging it. This helps us to prioritise the issue and resolve it accordingly. We allocate each enquiry or issue raised a unique reference number, which you can use to track your case's progress.

Our aim is to resolve cases at the point of enquiry. However, if a solution is not immediately available, we'll log the enquiry's details, and allocate the case to a support desk analyst for investigation.

Critical !!!!	High !!!	Moderate !!	Low
An event or series of events during which the entire system, or business-critical functionality, is completely inaccessible	An event or series of events that interrupts business critical functionality or reduces / eliminates access for multiple users	An event or series of events that makes a non-business critical functionality or procedure unusable or difficult to use, with minor operational impact but no direct impact on critical services. A workaround or alternative may be available.	A degradation to non-critical functionality. The basic functionality still works but with errors or degraded performance. A request for information or advice, or for a standard (pre-approved) change.

	Critical !!!!	High !!!	Moderate !!	Low	Hardware
Premium	Response time: one hour subject to contract	Response time: two hours subject to contract	Response time: six hours subject to contract	Response time: eight hours subject to contract	Response time: next day subject to contract
	Resolution time: four hours subject to contract	Resolution time: eight hours subject to contract	Resolution time: five working days subject to contract	Resolution time: ten working days subject to contract	
Standard	Response and resolution times: eight hours	Response and resolution times: twelve hours	Response time: thirty two hours	Response time: forty hours	Response and resolution times: seven days
			Resolution time: five working days	Resolution time: ten working days	

Please note that the times listed refer to working hours.

Hours

The service desk's standard hours are 8am – 6pm, Monday to Friday. We also provide an out-of-hours 24 / 7 service

System availability

For hosted and cloud customers, we offer a system availability of 99.95%, excluding periods of planned maintenance, once the system is on the Microsoft Azure Environment

Responding to tickets

Once the ticket is created, our first line team will classify the issue, assign a priority, and, where possible, identify a resolution using our knowledge database. They will ensure that your contact details are correct and confirm the case reference. You will then receive an email notification outlining your case details.

What can you do to support faster resolution?

When you contact the service desk about an issue, you'll need to provide as much information as possible, including:

- Your name and contact details
- The specific product(s) affected
- The release version you are on
- What impact this is having on your business
- Environmental issues that may have caused or might affect it
- A reference number (if you have one)
- Full details of what you're reporting
- Error messages and screenshots (and the steps taken that cause the error message to appear)
- Date/time that these errors occur
- If the issue is intermittent or replicable
- Which environments are affected, for example live / test.

If the issue cannot be resolved at the point of contact, your case will be referred to our second line support engineers, who will contact you to investigate the issue further. If the issue is related to a software bug, an incident will be raised with our development team for a workaround or a fix to be included in a software update. Our second line team will provide you with a known error knowledge base article reference that you can subscribe to for fix updates.



Status information

CASES ARE ALLOCATED A STATUS DURING THE LIFE CYCLE FOR RESOLUTION:

On-hold status

On-hold status refers to a point in the support life cycle when we are waiting for information from the customer to continue. Following an initial request for further, essential information, tickets will be placed into 'waiting for feedback'.

Our support team will try to contact customers in the first instance with updates added to the customer portal or by telephone or email. They will continue to contact customers over seven days using the approach shown below.

Unable to contact the user for seven days

If we don't hear from you within seven working days, we will assume that the matter is resolved and we will resolve your case. If this is not the case, please contact us or reject the resolution in the customer portal.

With development

If our support team is unable to resolve your query, they may escalate it to our development team for further investigation and resolution. This may result in a software fix being made available during our release cycle or an immediate hotfix for critical errors. We will create a known error knowledge base article that you can subscribe to for fix updates.

Resolution and quality analysis

Once we have provided a solution and the customer has acknowledged the status of 'resolved', we will send out a resolution notice. Reopened tickets will bypass the normal resolution procedure and will be immediately referred to the resolving engineer, who will address it within 24 hours of reopening.

Escalation and feedback

Whether you are happy or unhappy with the service that you have received, please tell us. Your feedback helps us to identify both good and bad practices and we use it to encourage our team members to provide excellent customer service. We send surveys via the customer portal asking you to rate the service you have received for your particular case and add a comment. We review the results on an ongoing basis to continuously improve the service that we offer. If you want to formally escalate or provide feedback, whether that be positive or negative, about our products or service, please contact us at: escalations@adv-t-group.com This escalation will be sent to the service delivery team, who will review the case and contact you to discuss it further. If you do not receive a satisfactory response, you can also escalate the issue to your account manager.

Customer Responsibilities

To ensure timely responses and the best level of service, we ask customers to help us by:

- Using either the current or current -1 version of the software
- Informing us in writing of all relevant changes in lines of communication with Workforce Management Software Solutions.

Contact Information

Name	Position	Email	Telephone
Matthew Fairweather	Managing Director	Matthew.Fairweather2@adv-t-group.com	
Daniel Busson	Operations Director	Daniel.busson@adv-t-group.com	07747 751087
Ben Molton	Support Team Leader	Ben.molton@adv-t-group.com	07716 226 841

About Workforce Management Software Ltd

Founded in 1999, Workforce Management Software Ltd provides organisations with a comprehensive and configurable time and attendance platform. Working with a wide range of organisations across healthcare, logistics, manufacturing, hospitality, and retail, Workforce Management Software Ltd, part of AdvT Group, helps to streamline processes. Our innovative clocking software handles more than one million records daily. Our systems can reduce time spent on HR administration from 20 hours to 15 minutes a week, and payroll processing time by 200%.



Support desk telephone:01793 378583