



CommuniGator Customer Support Charter



WHERE SUPPORT STARTS

Developing a long-term partnership with you is paramount to CommuniGator, where we will work together to satisfy your requirements for business solutions within your organisation.

Having a team with over 100 man-years experience in solutions implementation we can help you take full advantage of the configurability and scalability already built into your CommuniGator solution. We will work closely with you to tailor our solutions over time and in line with the ever-changing business needs of your organisation.

With a flexible, modular approach you have the freedom to choose how best to optimise and develop your solution. By introducing any number of our additional modules you can have a completely configurable, global integrated solution available to all your internal users and customers wherever they are, whenever they need you.

Whether you are implementing an out-of-the-box solution to fit into your environment or if you are considering a more sophisticated and tailored implementation process, we can provide the necessary people and skills.

At CommuniGator, our knowledge and experience of providing truly integrated solutions extends to providing excellent support to you, using our own software. As a CommuniGator customer you will benefit from a whole range of technical support services, both on a reactive and a proactive level.

You don't get a second chance to make a first impression so it is important that all your customer touch points are underpinned by solid and integrated business process. You will invest 10 times as much in acquiring a new customer as retaining an existing one, so make that first contact a special one.

This is where support starts ...

This benefits the CommuniGator community by enabling customers to see how other customers are tackling support issues.

CommuniGator communications policy

We will always endeavour to answer your questions to your satisfaction in the first instance, but if for any reason this cannot be done or you are unhappy with the answers you have received then we have a formalised escalation policy that will be put in place.

This will ensure that your call is escalated to the right people as necessary. If you are unhappy with the answer to your query on your initial contact with the relevant product group then this will be raised with the appropriate manager who will then aim to solve your query to your satisfaction.

If your call has to be escalated, your account manager will be informed. This means that they will continue to have a full picture of your partnership with CommuniGator and they will become involved where necessary to ensure successful resolutions to your queries.

If you do not know the right point of contact for your query, then Customer Care will be able to pass your questions to the right people. As well as channelling calls, Customer Care work independently of any other department, which means they are able to represent your views within the Company and seek out any

resolutions on your behalf where necessary. As well as being there to help you they are also proactive in that they will feed back your comments to the relevant departments to ensure continuous improvement of our service.

SUPPORT

Technical support from CommuniGator Support

Support Mission Statement

‘Our aim is for you to have continuous operational capability from our products. We will help you to do this by providing efficient product and service support, resolving the majority of calls at first-line contact. We will maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your queries and we will ensure that they are resolved as promptly and as efficiently as possible.’

Providing you with a high level of technical support is of prime importance to us and CommuniGator Support consists of a team of dedicated and highly trained product specialists who are fully enabled to answer your queries. The team structure means that calls can be answered in relation to their complexity:

Rapid Response – We will provide you with a ‘rapid response’ service, aiming to resolve the majority of your calls at first contact.

Technical Excellence – We provide solutions for business critical areas of many of our customers’ business.

As well as being able to answer your questions, they will also be able to inform you about the latest software releases, and provide hints and technical tips to ensure you are getting the most out of our software.

If you feel that your need for support extends beyond our standard operating hours there are additional options available to you. We can provide extended hours support, giving you access to support times tailored to meet your specific needs.

How to contact CommuniGator Support

Standard Operating Hours
09.00 – 17.00 Monday – Friday (excluding UK Bank Holidays)

Telephone 0844 7361933
Outside our working hours please submit your call by email. We will quickly respond to your query the next working day.

Email: support@communigator.co.uk

You will receive an email acknowledgement advising you of your five-digit reference number. One of our Support professionals will then contact you to progress your query.

Internet: www.communigator.co.uk

Our on-line support service will provide you with a virtual support centre open 24 hours a day, 365 days a year from anywhere in the world. Via this mechanism we aim to provide you with tools to log, track, diagnose and you may even resolve your own queries by using the following:

- Frequently asked questions
- Technical papers providing solutions and tips
- Access to our own extensive KnowledgeBase of known problems and solutions
- Hyperlinks to other support web sites for related technologies

Priority levels

We aim to resolve your call to Support as swiftly as possible. Each call is assigned a priority level determined by the nature of your call and the number of users affected by the problem. The progress of each call is closely monitored to ensure it is resolved with the agreed completion time.

Priority	Description	Target Response Time
One	All users affected and unable to continue working	8 working hours
Two	All users affected but able to continue to work in a restricted manner	16 working hours
Three	Not all users affected and affected users are unable to continue working	32 working hours
Four	Not all users affected and affected users are able to continue working	48 working hours

Your call will then be escalated based upon its priority level. All actions are recorded to ensure an accurate record of the history is maintained.

We are keen to ensure that your query is resolved as quickly as possible and will look to agree a date by

which the action can be completed. When a call highlights 'with customer' the resolution time of the call is suspended, with the exception of priority One calls where the clock remains active.

If at any time a call breaches its resolution time, notifications are sent to personnel within CommuniGator Support – the greater the percentage breach the more senior the personnel notified:

20% of resolution time	Product Support Analyst
50% of resolution time	First-line Team Leader
75% of resolution time	Product Manager
100% of resolution time	Technical Director
150% of resolution time	Managing Director

Call Closure

Whether your query is resolved by us, or by you via the Internet support we will shortly be providing, we will send you a notification message by e-mail, asking you to confirm within two working days that you are satisfied. After this time we will log the query as 'closed'.