

Esprit

Delivering Competitive Edge

Customer Service Bulletin

Support Procedures



Important Information

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Introduction

When making a significant investment in a comprehensive mission critical application software solution such as the Esprit Software Product, the objective must be to extract the maximum business benefit from that investment.

Part of the process of achieving the maximum business benefit goal, is understanding how to achieve maximum benefit from the necessary Product Support process you will inevitably need, as the operational running of the application proceeds over the months and years ahead.

This Customer Service Bulletin is designed to give you information that you need, to achieve the best from the Esprit Software Product Support Organisation.

The BCT Support Procedures defined in this Customer Service Bulletin include:

BCT Help Desk Mission Statement

Our Obligations to You

Your Obligations to Us

Contacting the BCT Support Help Desk

- ▶ **Help Desk Hours**
- ▶ **Correct Information - Help Us to Help You**
- ▶ **Placing the Call**
- ▶ **Priority Ratings**
- ▶ **Escalation Procedures**
- ▶ **Are You Sure it is a Support Difficulty?**

BCT Help Desk Mission Statement

BCT Help Desk is committed to providing a high quality and responsive service to ESPRIT customers and endeavours to achieve the following:

- All calls will be answered in a professional, friendly and courteous manner with a rapid response to difficulty reports.
- Access to second-line resource may be made available when Help Desk specialists are not able to resolve your query in the initial call.
- Open incidents will not be closed without you being properly advised.
- A regular update will be provided by your BCT contact as part of the monthly communication.

Our Obligations to You

- To assist you with incidents arising from:
 - ▶ Application software licensed by BCT.
 - ▶ Operating system software licensed by BCT.
 - ▶ Third party products licensed by BCT.
- To provide that information available to us, relative to your service provider for hardware and third party products.

Your Obligations to Us

In accordance with the Program Products Licence, BCT expects you to provide the following:

- Nominated primary and secondary contacts with sufficient training and experience to qualify and co-ordinate the placing of calls to our Help Desk.
- Provision of a remote support facility to enable our Help Desk to log in to your system through ISDN or modem connection, on demand.
- Sufficient disk space to be available for day-to-day running of your system and for this to be checked and recorded daily.
- Provision of a test system for your internal testing of new releases.
- Backups to be carried out daily and for these to be checked and recorded.
- File re-organisations to be done on a regular basis and to be recorded.
- Access to a data back-up tape to facilitate our investigation and replication procedures on demand.

Contacting the BCT Support Help Desk

This section explains how to place a support call with the BCT Help Desk by e-mail, fax or telephone. When placing the call please follow the correct procedures stated, as this will help us answer your query quickly and efficiently.

Help Desk Hours

For all customers the Help Desk is open between 9.00 and 17.00, Monday to Friday. For those customers who have taken the Additional Services cover, the Help Desk is available between 8.00 and 18.00, Monday to Friday (The Help Desk does not operate during English Bank Holidays).

Correct Information - Help Us to Help You

Before calling the Help Desk, please gather as much information as you can to clearly define the nature of the difficulty:-

- Refer to the Development Feedback Request Form (DFR) to help you gather and formulate the appropriate information.
- Write down any error messages.

Placing the Call

Contact the Help Desk using any of the following:

E-mail: support@bct-solutions.co.uk

Fax: 01925 732334

Telephone: 01925 732333

E-mail and fax are constantly monitored throughout the day. If the Help Desk line is busy you may leave a voice mail message. Only by calling the above number will you ensure that your call is correctly logged and tracked against its incident number.

The information you supply will be entered into our Incident Management System and you will be given an incident number. Please quote your incident number in any follow-up conversation. If we are unable to resolve the difficulty immediately we will agree the priority level.

Priority Ratings

Based upon the information given, a priority rating will be assigned to your incident, based upon the impact that it is having on your business. This means that the most severe difficulties receive priority. The priority ratings fall into the categories 1-5, where 1 is a minor difficulty, such as a screen formatting issue, (This type of incident may be resolved in a future point release of the Software Product) and 5, where a major incident is classified as 'deadly', where all R & D resources would be allocated to produce an immediate fix.

The priority is decided by mutual agreement. If the difficulty increases or decreases in importance, whilst the query is being handled, the priority will be changed accordingly.

Escalation Procedures

Business critical difficulties are escalated to a Senior Manager for personal attention. This enables the appropriate resources to be deployed for resolution in as short a timescale as possible.

Are You Sure it is a Support Difficulty?

Where the difficulty falls outside the scope of the Program Products Licence, or any other exceptional arrangements you have in place, we reserve the right to make an additional charge.

Examples could include:

- Help with software not supplied or produced by BCT.
- Help with hardware not supplied or installed by BCT.
- Help with network environments where changes have been made that do not conform to BCT recommended topology.

Where the difficulty indicates a specific training requirement or requires consultancy, the Help Desk will refer you to the Professional Services Group. BCT actively encourages all ESPRIT users to invest in on-going staff training programmes.

Regional Offices

SCOTLAND

Douglas House
Avondale Campus
Pochard Way
Strathclyde Business Park
Bellshill, ML4 3HB
Telephone: 01698 842425
Fax: 01698 845166

NORTH

Beauchief Hall
Beauchief
Sheffield S8 7BA
Telephone: 0114 262 1621
Fax: 0114 262 1126

MIDLANDS

Midland House
New Road
Halesowen
West Midlands B63 3HY
Telephone: 0121 550 9161
Fax: 0121 550 4224

SOUTH MIDLANDS

Sunrise Parkway
Linford Wood
Milton Keynes MK14 6LJ
Telephone: 01908 665522
Fax: 01908 664782

NORTH LONDON

Britannia House
958 High Road
London N12 9RY
Telephone: 020 8446 3271
Fax: 020 8446 3932

BML (OFFICE COMPUTERS) LIMITED

Unit 4
Perrywood Business Park
Honeycrock Lane
Salfords
Redhill
Surrey RH1 5FH
Telephone: 01737 778711
Fax: 01737 778712

The Barns
Stretton Road
Stretton
Warrington
Cheshire WA4 4NP
Telephone: 01925 732300
Fax: 01925 730828

DISYS ASSOCIATES LIMITED

Enterprise House
Southmead Industrial Park
Hawksworth, Didcot
OXON OX11 7PH
Telephone: 01235 511578
Fax: 01235 511008
www.disys.uk.com

The Barns
Stretton Road
Stretton
Warrington
Cheshire WA4 4NP
Telephone: 01925 732300
Fax: 01925 730828

BCT SOFTWARE SOLUTIONS LIMITED

The Barns, Stretton Road
Stretton, Warrington
Cheshire WA4 4NP
Telephone: 01925 732300
Fax: 01925 730828
www.bct-solutions.co.uk

Douglas House
Avondale Campus, Pochard Way
Strathclyde Business Park
Bellshill, Lanarkshire, ML4 3HB
Telephone: 01698 842425
Fax: 01698 845166

BCT

GROUP HEADQUARTERS (RESEARCH & DEVELOPMENT CAMPUS)

Beauchief Hall, Beauchief, Sheffield S8 7BA
Telephone: 0114 262 1621 Fax: 0114 262 1126
Website: www.edp.fastfreenet.com