



Annual Support Agreement

timeware[®]

workforce management software



workforce management software

Your timeware® workforce management system is a business critical application and we treat it's support very seriously.

Within the customer care department we have a full-time, office based support team that are available to answer your questions between 8:30am and 5:30pm, Monday-Friday including bank holidays (with the exception of Christmas and New Year).

When addressing an incident, the support team utilise remote desktop support technology to access your PC (with your permission), to identify and rectify the reported problem. Members of the support team have also worked in the development team and as a result, are able to provide an extremely high level of technical product knowledge.

Who is covered?

Customer

Customer No. Agreement No.

Primary contact(s)

Address

Postcode

Over what period?

From: To:

Agreed SLA:

SLA1

SLA2

SLA 1 includes the following:

- Unlimited telephone support between 8:30 and 17:30 Monday-Friday including bank holidays (with the exception of Christmas and New Year).
- Six weekly customer care call.

SLA 2 includes the following:

- All the features of SLA 1.
- Annual software upgrades and to provide new feature awareness training. Agreed month.

Approved contacts

	Name	Primary	Secondary
1		<input type="checkbox"/>	<input type="checkbox"/>
2		<input type="checkbox"/>	<input type="checkbox"/>
3		<input type="checkbox"/>	<input type="checkbox"/>
4		<input type="checkbox"/>	<input type="checkbox"/>
5		<input type="checkbox"/>	<input type="checkbox"/>
6		<input type="checkbox"/>	<input type="checkbox"/>
7		<input type="checkbox"/>	<input type="checkbox"/>
8		<input type="checkbox"/>	<input type="checkbox"/>
9		<input type="checkbox"/>	<input type="checkbox"/>
10		<input type="checkbox"/>	<input type="checkbox"/>
11		<input type="checkbox"/>	<input type="checkbox"/>
12		<input type="checkbox"/>	<input type="checkbox"/>
13		<input type="checkbox"/>	<input type="checkbox"/>
14		<input type="checkbox"/>	<input type="checkbox"/>
15		<input type="checkbox"/>	<input type="checkbox"/>

Software

Item	Product	Annual Cost £
1	timeware® managed service	
2	Payroll integration	
3	ESS GO	
4		
5		

devices

Item	Model	Serial No.	Annual Cost £
1	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>	<input type="text"/>
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9	<input type="text"/>	<input type="text"/>	<input type="text"/>
10	<input type="text"/>	<input type="text"/>	<input type="text"/>
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13	<input type="text"/>	<input type="text"/>	<input type="text"/>
14	<input type="text"/>	<input type="text"/>	<input type="text"/>
15	<input type="text"/>	<input type="text"/>	<input type="text"/>
16	<input type="text"/>	<input type="text"/>	<input type="text"/>
17	<input type="text"/>	<input type="text"/>	<input type="text"/>
18	<input type="text"/>	<input type="text"/>	<input type="text"/>
19	<input type="text"/>	<input type="text"/>	<input type="text"/>
20	<input type="text"/>	<input type="text"/>	<input type="text"/>

devices

Item	Model	Serial No.	Annual Cost £
21	<input type="text"/>	<input type="text"/>	<input type="text"/>
22	<input type="text"/>	<input type="text"/>	<input type="text"/>
23	<input type="text"/>	<input type="text"/>	<input type="text"/>
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30	<input type="text"/>	<input type="text"/>	<input type="text"/>
31	<input type="text"/>	<input type="text"/>	<input type="text"/>
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38	<input type="text"/>	<input type="text"/>	<input type="text"/>
39	<input type="text"/>	<input type="text"/>	<input type="text"/>
40	<input type="text"/>	<input type="text"/>	<input type="text"/>

customisation

Item	Reference Code	Annual Cost £
1	<input type="text"/>	<input type="text"/>
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3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>
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17	<input type="text"/>	<input type="text"/>
18	<input type="text"/>	<input type="text"/>
19	<input type="text"/>	<input type="text"/>
20	<input type="text"/>	<input type="text"/>

Terms & conditions

Payment terms

Payment to be made annually before current support agreement expires.

Availability of support

Monday to Friday including bank holidays (with the exception of Christmas and New Year) between 08.30 and 17.30.

Procedure

An approved contact (customer), may call timeware® support on +44 (0) 1706 658222.

After the identity of the customer has been verified, the customer must provide a description of the new fault (please be patient as timeware® records the details).

The customer will be emailed a fault log reference 'ticket number' along with a description of the fault and timeware® first line support will endeavour to resolve the issue.

In the event that first line support cannot resolve the fault, a contact time and date will be agreed when the support team can contact the customer.

timeware® will remind the customer on the morning of the agreed call date to ensure the call time is still agreeable.

Customer Responsibility

The primary contact must provide all information necessary to enable timeware® to fulfil its obligations under this agreement.

Service Reviews

Yearly.

Additions & changes to the SLA

Can be proposed and discussed during an annual review.

All additions and changes to the SLA must be agreed in writing by both parties prior to implementation.

Head office

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