



Managed Service 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	<input type="text"/>		
Customer No.	<input type="text"/>	Agreement No.	<input type="text"/>
Primary contact(s)	<input type="text"/>		
Address	<input type="text"/>		
	<input type="text"/>	Postcode	<input type="text"/>

Over what period?

From: To:

Your managed service includes the following:

- Unlimited telephone support between 8:30am and 5:30pm Monday-Friday including bank holidays (with the exception of Christmas and New Year).
- Change request procedure.
- Replacement cover on itemised devices (excluding vandalism).
- Six weekly customer care call.
- Post installation site visit.
- Annual software upgrades and to provide new feature awareness training.

Managed services:

Annual software upgrade	<input type="text"/>		
Post installation meeting 1	<input type="text"/>	Post installation meeting 3	<input type="text"/>
Post installation meeting 2	<input type="text"/>	Post installation meeting 4	<input type="text"/>

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"/>
8	<input type="text"/>	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>	<input type="text"/>
10	<input type="text"/>	<input type="text"/>	<input type="text"/>
11	<input type="text"/>	<input type="text"/>	<input type="text"/>
12	<input type="text"/>	<input type="text"/>	<input type="text"/>
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"/>
24	<input type="text"/>	<input type="text"/>	<input type="text"/>
25	<input type="text"/>	<input type="text"/>	<input type="text"/>
26	<input type="text"/>	<input type="text"/>	<input type="text"/>
27	<input type="text"/>	<input type="text"/>	<input type="text"/>
28	<input type="text"/>	<input type="text"/>	<input type="text"/>
29	<input type="text"/>	<input type="text"/>	<input type="text"/>
30	<input type="text"/>	<input type="text"/>	<input type="text"/>
31	<input type="text"/>	<input type="text"/>	<input type="text"/>
32	<input type="text"/>	<input type="text"/>	<input type="text"/>
33	<input type="text"/>	<input type="text"/>	<input type="text"/>
34	<input type="text"/>	<input type="text"/>	<input type="text"/>
35	<input type="text"/>	<input type="text"/>	<input type="text"/>
36	<input type="text"/>	<input type="text"/>	<input type="text"/>
37	<input type="text"/>	<input type="text"/>	<input type="text"/>
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"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>
10	<input type="text"/>	<input type="text"/>
11	<input type="text"/>	<input type="text"/>
12	<input type="text"/>	<input type="text"/>
13	<input type="text"/>	<input type="text"/>
14	<input type="text"/>	<input type="text"/>
15	<input type="text"/>	<input type="text"/>
16	<input type="text"/>	<input type="text"/>
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"/>

timeware® managed services change request procedure

With timeware® managed services, the customer can rely on the timeware® support team to make any changes to their timeware® system configuration.

To request a change, the registered timeware® approved contact should send the request by email to support@timeware.co.uk including the words 'change request' in the subject line. Support will then schedule an initial call with the administrator to discuss the request in more detail. Following this initial call, timeware® support will schedule the actual work within a mutually agreed timescale.

The following items are covered by the timeware® managed services change request.

General

- User setup including permissions
- To-Do list and email policies
- Monitoring timeware® system health/performance
- Creating and maintaining;
 - Notifications for users/employees
 - Terminal policies
 - Remuneration policies
 - Groupings
 - Training matrix policies
 - Assets
- Setting up dashboards and reports
- Shutdown maintenance

Absence management

- Creating and maintaining;
 - Absence reasons
 - Absence entitlement policies
 - Absence block bookings

Attendance

- Creating and maintaining;
 - Daily and period schedules
 - Shutdown maintenance

Support enquiries

When a change request or support call is received, we allocate the next available time slot.

If we are responding to a change request, we will arrange an initial call with the customer to gather further information. Following this, an agreed time slot would be scheduled to implement the changes.

Examples:

Change Request (Basic) New user creation / notification changes / approval changes within the hour

Change Request (Complex) Remuneration policy changes / schedule changes providing all information was available from the customer, within the same day.

If we are responding to a support call, we aim to solve the problem within the time slot (hour).

Examples:

Support call (Minor Impact) Single user unable to approve timesheet within the hour.

Support call (Medium Impact) Device not functioning at site - establish hardware or comms failure then arrange technician visit within 5 working days.

Support call (Major Impact) System down / export not received for payroll import within the hour.

Please remember that there are always exceptions and the above responses are timescales we strive to achieve!

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 managed service support agreement

Can be proposed and discussed during an annual review.

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

Head office

timeware[®] UK Ltd.

3 Fieldhouse Road
Rochdale, OL12 0AD
United Kingdom

General enquiries:

Tel: **+44 (0)1706 658222**

Web: **www.timeware.org**

Email: **support@timeware.co.uk**



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