



# Asset Bank - Customer Support Service Description

January 2017



# Contents

1. Overview
2. Our services in detail
3. Support on your servers
4. Time and Materials Policy
5. Contacting support

# 1. Overview

## 1.1. Introduction

This document describes the Asset Bank Customer Support Programme. It sets out our commitments to you, how we handle your requirements and the associated costs involved.

This programme should cover everything you need to keep your Asset Bank running smoothly, including help, upgrades, consultancy and defect fixing. If you have any questions or comments do let us know and we will be happy to discuss.

Best regards,

The Customer Support Team

[support@assetbank.co.uk](mailto:support@assetbank.co.uk)

## 1.2. Why join our Customer Support Programme?

Asset Bank is a functionally-rich web application. When implementing any new business application, we recommend you budget for ongoing maintenance, upgrades and improvements to ensure its value to your business is maintained and increases over time. Joining our Customer Support Programme is therefore recommended for all clients, and is essential for those with an Asset Bank that is, or will become, mission-critical.

Some of the benefits of joining our support programme include:

- Your calls and emails will be prioritised by our team who are on hand to answer any queries or issues, with guaranteed response times.
- There is a clear procedure for handling your requests, including access to training & consultancy to support your plans and decisions.
- Easy access to product upgrades, ensuring your Asset Bank stays up-to-date and meets future needs.
- Most importantly, through customer support we demonstrate our commitment to keeping your Asset Bank running smoothly.

*Please note that if you make use of our shared or dedicated hosting options then you must be a member of our Customer Support Programme. This service is required so that your Asset Bank stays up to date and secure on our infrastructure.*

### 1.3. What's included?

Our Customer Support Programme includes the following:

- **A dedicated support team** - contactable by phone, email or our [Zendesk ticketing system](#).
- **Product upgrades** – so you benefit from new features and enhancements.
- **Administrator help** – to support your administrators with their ongoing management of the system (Fair Use Help policy applies).
- **Defects fixed** - with guaranteed response times, as per our Service Level Agreement (SLA) outlined below.

We also provide a range of consultancy services such as data migrations, configuration, training, and advanced technical support. We will recommend these services where Fair Use Help is not sufficient for your needs and this enables us to provide more intensive, tailored support.

## 2. Our services in detail

### 2.1. Product upgrades

Asset Bank is continually evolving, and customers in support receive product upgrades which cover:

- **New product features and enhancements to existing functionality**
- **Security updates**
- **Defect fixes**

Continued product upgrades will ensure that your Asset Bank remains leading-edge and meets the growing needs of your business and users.

Please sign up to our quarterly news updates if you would like to receive the latest Asset Bank news, security announcements or would like to shape new feature and product development.

<https://www.assetbank.co.uk/contact/news-updates/>

Please get in touch to arrange an upgrade, via our ticketing system at [support@assetbank.co.uk](mailto:support@assetbank.co.uk) or call us on 01273 923 152.

### 2.2. Administrator Help

Our Customer Support Programme includes the provision of help for admin users who have attended one of our [training courses](#). This help includes:

- Questions about day to day administration and configuration.
- Investigation into queries around possible defects.
- Initial investigation into requirements for consultancy or training, or a short administrator consultancy call.
- Initial investigations into technical configurations such as API, SSO setup or data migrations.

#### 2.2.1. Fair Use Help policy

We operate a 'fair use' policy for administrator help. We reserve the right to renegotiate your support fee and/or to charge according to our Time and Materials policy (defined below) under any of the following circumstances:

- If we frequently receive questions that are already answered in either product documentation or knowledge base articles, or where the administrator user has not attended an Asset Bank training course.

- Where changes have been made to the Application Settings File outside of the guidance provided in our support documentation.
- Where the amount of time we spend supporting you is high due to the lack of, or difficulty of, access to your servers.
- Where the work required falls under our consultancy services, eg:
  - Configuration and use of a feature that you did not tell us about during sales, i.e. that was not agreed contractually as part of our proposal.
  - In depth investigation and resolution of issues relating to the API and to provide help to configure integration with a CMS (Content Management System).

### 2.3. Consultancy services

We aim to provide support for all of your changing needs. Where our Administrator Help service is not sufficient for the level of support you require we will work with you to provide additional support services.

We offer the following packages:

- An [Asset Bank Healthcheck](#) – a tailored package of consultancy and training to ensure you are making the most of your Asset Bank.
- [Administrator training](#) (online or on-site).

In addition we offer the following services which are charged at an hourly consultancy rate of £140.00 +VAT per hour.

- Bespoke configuration, for example configuration to tailor Asset Bank to match your changing needs or help plan your taxonomy and work-flows
- Data migration - including consultancy to manage the format of your data while you bring it into, or out of, your Asset Bank
- Database conversion
- Server migrations
- API or SSO consultation and issue resolution
- Updates to the branding of your Asset Bank
- Data backup services, please see our [Shared Hosting Service Description](#)

Please get in touch discuss any of these services, either via our ticketing system at [support@assetbank.co.uk](mailto:support@assetbank.co.uk) or call us on 01273 923 152.

### 2.4. Service Level Agreement (SLA)

This SLA outlines our commitment to you for investigating and fixing issues. Time-scales for fixes depend on the severity of the issue.

All times mentioned are subject to our business support hours as described in paragraph

5.3.

### 2.4.1. Guaranteed start and target fix times

Issue Type	Description	Start Time	Target Fix Time
Critical Defect	A defect that prevents Asset Bank from being used for the business processes it is intended to support, and for which there is no workaround.	4 hours	1 day
Major Defect	A defect that prevents Asset Bank from being used for the business processes it is intended to support, but for which a workaround exists.	1.5 days	3 days
Minor Defect	An obvious application error or defect that does not, however, prevent Asset Bank from being used for the business processes it is intended to support.	3 days	5 days

*Table 1: Customer Support response times*

### 2.4.2. Defect fixing and workarounds

Defects will be assessed against the above criteria and we will provide a fix or acceptable workaround for critical defects. Major and minor defects will be assessed against our internal prioritisation criteria and we will provide a fix where deemed appropriate by us. We will always endeavor to provide a workaround where one exists.

### 2.4.3. Compensation terms

For each day overrun of the relevant target start time we will reduce the next month's support cost by 25% up to a maximum of 100%.

## 3. Support on your servers

### 3.1. Pricing tiers based on access to your servers

The price you pay for support is affected by the level of access we have to the server your Asset Bank is hosted on. The easier and quicker the access provided, the greater the discount we can apply to your ongoing support costs. This is in place to reflect the higher costs to support an Asset Bank we have difficulties accessing.

We are happy to work with you to get the best possible remote access solution in place or help facilitate a migration to our shared hosting platform instead if applicable.

Tiers	Connection type*	Access and permissions
Direct Access  30% discount	On demand access to the Asset Bank server(s) via <i>one</i> of the following: <ul style="list-style-type: none"> <li>Fast VPN connection and/or Administrator RDC (Windows) or root SSH (Linux)</li> <li>Persistent remote access software. <i>e.g.</i> Teamviewer Server</li> </ul>	Ability to perform <i>all</i> of the following when logged in to the server: <ul style="list-style-type: none"> <li>Stop/start the Tomcat, Apache/IIS and MySQL services (if being used)</li> <li>Suspend or stop any Antivirus / On Demand Access scanning on the server</li> <li>Full access and permissions on the Asset Bank application files and database including permissions to backup and restore the database</li> </ul>
Direct Access Upon Request  15% discount	On request access to the Asset Bank server(s) via the following: <ul style="list-style-type: none"> <li>VPN and/or <i>Persistent</i> remote access software. <i>e.g.</i> Teamviewer Server</li> </ul>	<ul style="list-style-type: none"> <li>Ability to stop/start the Tomcat, Apache/IIS and MySQL services (if being used)</li> <li>Named contact with the ability to suspend or stop any Antivirus / On Demand Access scanning on the server</li> <li>Named contact with full access and permissions on the Asset Bank application files and database including</li> </ul>



		permissions to backup and restore the database.
Standard	<p>On request access to the Asset Bank server(s) via the following:</p> <ul style="list-style-type: none"> <li>• VPN and/or <i>Non-Persistent</i> remote access software. e.g. Teamviewer, GotoMeeting etc.</li> </ul>	<p>Ability to stop/start the Tomcat, Apache/IIS and MySQL services (if being used)</p> <ul style="list-style-type: none"> <li>• Named contact with the ability to suspend or stop any Antivirus / On Demand Access scanning on the server</li> <li>• Named contact with full access and permissions on the Asset Bank application files and database including permissions to backup and restore the database</li> </ul>
Standard +T&M**	Poor access – i.e. none of the above.	None of the above.

\* Preferred technologies

**VPN:** Cisco AnyConnect, VPNC, Citrix Access Gateway, Junos Pulse

**Remote Access:** SSH, RDP, Teamviewer, GoToMeeting

\*\* We will charge on a Time & Materials basis for any support queries that require access to the Asset Bank server(s) including performing upgrades.

The Standard support fee applies because you are eligible for upgrades, fair use Admin help and fixing of defects where there is no requirement to access the Asset Bank server(s) e.g. we have access to the front-end of Asset Bank.

Table 2: Customer Support pricing tiers

## 4. Time and Materials Policy

### 4.1 Customers in our Support Programme

All services that are not covered by the Customer Support Programme fee will be charged according to the following policy:

Level of support	Cost per hour
Consultancy Services (see 2.3)	£140
Additional Administrator User Help	£110

*Table 3: Additional support services, excluding VAT*

- All requests are subject to a minimum charge of 1 hour per issue raised.
- Additional support will be charged at the relevant hourly rate, in 30 minute blocks.
- All costs after the initial hour will be agreed in advance and confirmed before work is started.

### 4.2 Customers not part of our Support Programme

If you choose not to join our Customer Support Programme all support enquiries will be charged according to the following policy.

Level of support	Cost per hour
All support enquiries or services	£140

*Table 4: Enquiries outside of Customer Support, excluding VAT*

- All requests are subject to a minimum charge of 1 hour per issue raised.
- Additional support will be charged at the relevant hourly rate, in 30 minute blocks.
- All costs after the initial hour will be agreed in advance and confirmed before work is started.

### 4.2.1 Product upgrades

If you choose not to join our Customer Support Programme and would like a 'one-off' product upgrade then the following costs apply. We also reserve the right to charge these costs for an upgrade if you would like to join support and have an older version of Asset Bank.

Time since last upgrade (or installation)	Upgrade Cost
<i>Less than 1 year</i>	<i>£800</i>
<i>Between 1 and 2 years</i>	<i>£1,200</i>
<i>Between 2 and 3 years</i>	<i>£1,600</i>
<i>3 years and over</i>	<i>from £2,000</i> <i>For a quote please email:</i> <i>support@assetbank.co.uk</i>

Table 5: Upgrades outside of Customer Support, excluding VAT

## 5. Contacting support

### 5.1. If you have a technical issue

Please collect as much information about the error as possible. [There is some guidance here on the detail to to capture about an issue.](#)

Please then contact us:

- [Submit a support request](#) via our Zendesk ticketing system, or email support@assetbank.co.uk
- Call us on: +44 (0)1273 923 152

### 5.2. If you need help using the product

If you have a general question about how to use Asset Bank then our [Help Center](#) has a range of resource, including a step by step Administrator Guide, a User Guide and more

detailed and technical articles in our Knowledge Base. Most common questions can be resolved via our Help Center articles.

If you cannot find the answer here, then please contact us directly for advice.

### 5.3. Support hours

Our Customer Support team is available to support you directly with issues on workdays between 9:00am and 5:00pm GMT (excluding English Bank Holidays).