



SAMPLE Managed Service Support Agreement

timeware[®]

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	Mather Signs		
Customer No.	456789	Agreement No.	00264
Primary contact	Joseph Mather		
Address	Acker Street, Rochdale		
		Postcode	OL12 0AA

Over what period?

From:	26/03/2024	To:	25/03/2025
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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.
- Six weekly customer care call.
- System performance review.
- Free remote training.
- Annual software upgrades and to provide new feature awareness training.

Managed services:

• Annual cost	£2000.00			
• Annual software upgrade	February			
• System performance review meeting(s)	August			

Approved contacts

	Name
1	David Mather
2	Helen Baker
3	Sophie James
4	Jonathan Holden
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12	
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14	
15	
16	

Integrations

Item	Product	Annual Cost
1	Payroll integration	£550.00
2	Security integration	£204.00
3	HR integration	
4	Visitor integration	

Devices

Item	Model	Quantity	Annual Cost
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Connection Licences

Item		Quantity	Annual Cost
1	Assembly		
2	Access	3	£215.00
3	Attendance	2	£215.00
4	Fire Alarm		
5	ESS Go		

Customisation

Item	Reference Code / Description	Annual Cost
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		

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.

Logging a fault

Faults and queries can be logged with timeware® customer care by ticket or by phone.

Ticket

1. The approved contact creates a ticket at www.timeware.org providing a description of the fault.
2. The approved contact calls timeware® customer care on +44 (0) 1706 658222 to agree a suitable call-back date and time.
3. A technician will contact the approved contact on the agreed date and time. Three attempts will be made to call the approved contact. If the technician is unable to reach the approved contact, the ticket will be passed back to the handler for re-scheduling

Phone

1. The approved contact calls +44 (0) 1706 658222 and provides the handler with a description of the fault.
2. The handler and the approved contact agree a suitable call-back date and time for a technician to call the approved contact.
3. A ticket is created by the call handler and automatically emailed to the approved contact. The ticket will then be visible at www.timeware.org.
4. A technician will contact the approved contact on the agreed date and time. Three attempts will be made to call the approved contact. If the technician is unable to reach the approved contact, the ticket will be passed back to the handler for re-scheduling.

Customer Responsibility

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

Additions & changes to the managed service support agreement

Can be proposed and discussed during an annual review.

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Head office

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General enquiries:

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Web: **www.timeware.org**

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



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Genetec™



sage
Development Partner