



# Managed Service Support Agreement

**timeware<sup>®</sup>**

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

Address

Postcode

**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.
- 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
- Annual software upgrade
- System performance review meeting(s)

## Approved contacts

Name

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>
4	<input type="text"/>
5	<input type="text"/>
6	<input type="text"/>
7	<input type="text"/>
8	<input type="text"/>
9	<input type="text"/>
10	<input type="text"/>
11	<input type="text"/>
12	<input type="text"/>
13	<input type="text"/>
14	<input type="text"/>
15	<input type="text"/>
16	<input type="text"/>

## Integrations

Item	Product	Annual Cost
1	Payroll integration	<input type="text"/>
2	Security integration	<input type="text"/>
3	HR integration	<input type="text"/>
4	Visitor integration	<input type="text"/>

## 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	Attendance		
4	Fire Alarm		
5	ESS Go		

## Customisation

Item	Reference Code / Description	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"/>

## 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](http://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](http://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.

# timeware®

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## 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**

