Actus Software Support Policy

Introduction

Actus Software is a trading name for Advance Change Ltd.

The Actus support team work to ITIL standards to offer free worldwide technical support to Internal Super Users and HR Admin users or HR Comply Admin users via the in-system support facility. Telephone support can also be offered during UK Business Hours.

Guiding Principles

Actus Software has been found to be intuitive and reliable. We strongly recommend that all new Users are given appropriate training for them to get the best out of the system. HR Admin Training is provided as standard during Implementation and quarterly refresher webinars are provided free of charge. The Customer is obliged to ensure that only trained HR Admin or Comply Admin Users administer the system.

3-Step support process

The support system has been designed to empower Users to resolve their issues quickly and efficiently through the following 3-step support and escalation process;

1. **On-line Support Documentation - Help? > Support**
   This documentation provides the answers to frequently asked questions. Full user guides and video tutorials can also be accessed within the system.

2. **Internal Super Users - Help? > Contact Us**
   The facility to ask a question to the trained internal Super Users who are best placed to resolve most issues and are then able to escalate to the Actus Support Team, if required.

3. **Actus Support Team - support@avactus.atlassian.net or 01582 792428**
   Our dedicated UK based Support Team can be contacted by registered Internal HR Admin/ Super Users or Comply Admin Users.

   The preferred method to using the Actus Support Team is to register for Jira Service Desk which is a portal that enables trained HR Admin Users, Super User or Comply Admin Users to raise a ticket.   By using the portal they can also track their ticket and it's progress and add any further detail to it if required.

   There is also a comprehensive list of articles available to help HR Admins, Super Users and Comply Admin Users when raising a ticket that may answer the query.

Logging a Support Call

Upon receipt of a support call raised by a customer the Support Team will:
- Check the contact is a registered Super User/HR Admin contact
- Check the details submitted;
- Verify the customer has a current maintenance contract;
- Log a new support call;

Assign a unique support reference number and communicate the reference number to the nominated individual in the customer's organisation.

The Support team operates a computerised database to log and monitor the status of all support queries referred to Actus. This enables progress on all outstanding problems to be monitored. The support query record will contain details as listed previously together with any supporting email or descriptive information that will enable the Support team to assess the problem.

A member of the Support team will review each new support query that is logged to assess its relative priority (please see the section headed "Target Response times by priority type"). All support queries are then placed in a queue in chronological order and each will be assigned to the next available support analyst with that area of expertise.

Target Response times

As soon as a support request is received an email will be generated letting the reporter know that their query has been received.

"Contact Actus Support" or system issues (Incidents) are acknowledged within 2 hours (details confirmed and ticket raised) Expected resolution timelines will then be communicated with the user until the issue is resolved.

Priority based SLA's (within UK business hours; 9:00am – 5.30pm GMT) excluding English Bank/Public Holidays.

Target Response times and Priority Classifications

One of the priority level classifications set out in the table below shall be applied to an incident reported to or identified by the Supplier. The priority level which relates to each incident will be agreed by both parties.

Priority Level	Fault Description	Target Response Times	Target Resolution Times
Critical (P1)	A fault which: • constitutes a loss of the Service which prevents a large group (defined as 20% or more) of users from working; or • has a business critical impact on the activities of the Customer; or • causes significant disruption to the Customer; or • results in any material loss or corruption of the Customer Materials or other data belonging to the Customer.	100% within 2 hours	6 hours
High (P2)	A fault which has the potential to: • have a major (but not critical) adverse impact on the activities of the Customer's staff to carry out their functions and no work around is available; or • cause disruption to the Customer which is significant but less severe than the disruption described in the definition of a Priority 1 Fault.	100% within 4 hours.	1 working day
Medium (P3)	A fault which has the potential to: • have a major adverse impact on the activities of the Customer which can be reduced to a moderate adverse impact due to the availability of a work around; or • have a moderate adverse impact on the activities of the Customer.	100% within 6 hours.	4 working days

Low (P4)	A fault which has the potential to have a minor adverse impact on the provision of the Service to end users (including but not limited to potential candidates).	100% within 8 hours.	80% in 11 working days. 100% in 20 working days
Project (P5)	A fault comprising a flaw which is cosmetic and, as such, does not undermine the end user's ability to user the system.	100% within 1 working day.	40 working days

Support Query Escalation

If it is not possible for the Actus Support team to resolve the support query in accordance with the above timings, Actus will escalate the call to the parties, and in the timeframes, shown in the table below. Escalation times are measured during Normal Business Hours from when the Support Query is logged.

Priority Level (As defined above)	Client Services Manager	Operations Director / Third Party
Critical	4 hours	8 hours
High	8 hours	16 hours

KPI & Service Credits relating to System 'Uptime'

KPI Deductions may be payable by the Supplier for the performance target not being met if the fault lies with Actus or any of their third party service providers.

Criteria	Target Level	%of	Service Credit
Availability of the Live Software during the supported hours (9am-5.30 pm)	99.5%	100%-99%	None
		98.9-97%	50 Service Credits
		96.9-95%	100 Service Credits
		Below 94.9%	150 Service Credits

Calculation of Service Credit

The Service Credit table is used to calculate the number of credits due during any billing period as a result of non-achievement of target service levels. The following table details the percentage of the quarterly or annual service charge that may be due as a Service Credit. The value of the KPI Deduction credit is calculated by multiplying the annual User Licence Fees by the percentage determined by the table below. Any payment of Service Credit will result in a reduction of the next quarterly or annual service charge by that amount.

Number of KPI Deduction Points	Value of Service Credit/Fees refunded
0 to 49 points	0%
50 to 99 points	2%
100 to 150 points	4%
150 to 200 points	6%

System Upgrades, New Modules and Versions

Actus Software is based in the UK Cloud. Therefore, simple system enhancements are regularly released meaning that clients are always able to benefit from the most up to date version of the software.

Clients are informed through the Actus Newsletter of more significant system enhancements that may require configuration support or an additional licence fee. Implementation dates can then be agreed if required.

In the case of compulsory upgrades from old or outdated versions of the system, Actus will notify the client of the proposed upgrade date to ensure maximum convenience and will implement the upgrade free of charge, rolling over any existing T&C's.