

SOFTWARE SUPPORT POLICY

Introduction

Actus™ Software is a trading name for Advance Change Ltd and this policy can be applied to both parties as the same legal entity. Providing the highest levels of customer service through effective support is of the utmost importance to Actus.

The Actus support team work to ITIL standards to offer free worldwide technical support to Internal Super Users and HR Admin via the in-system support facility or email and is available to call in the UK if required too.

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. HRAdmin 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@actus.co.uk or 01582 792428**
Our dedicated UK based Support Team can be contacted by registered Internal Super Users or HR Administrators.

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 calls referred to Actus. This enables progress on all outstanding problems to be monitored. The support call 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 call that is logged to assess its relative priority (please see the section headed “Target Response times by priority type”). All support calls are 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 by priority type

We aim to respond to logged support calls in the response times shown in the table below. Response times are measured during Opening Hours from when the support call is logged to the time the support call is picked up by the Actus support analyst.

Initial SLA’s are targeted against the Business / Functional Impact of the issue reported. The SLA’s relate to initial response times – not resolution. During this time the issue will be identified and escalated to the relevant party(s) for resolution.

- **CRITICAL:** Complete System / Functional Failure = 2 hours
- **HIGH:** Major Business / Functional Impact = 3 hours
- **MEDIUM:** Minimal Business / Functional Impact = 8 hours
- **LOW:** No Business / Functional Impact = 24 hours

Incident 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:	100% within 2 hours	6 hours

	<ul style="list-style-type: none"> 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. 		
High (P2)	<p>A fault which has the potential to:</p> <ul style="list-style-type: none"> 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 3 hours.	1 working day
Medium (P3)	<p>A fault which has the potential to:</p> <ul style="list-style-type: none"> 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 confidence in the information being displayed.	100% within 1 working day.	40 working days

Priority	Response Time	Resolution Time
P1	2 hours	6 hours
P2	3 hours	1 working day
P3	6 hours	4 working days
P4	8 hours	80% in 11 working days ; 100% in 20 working days
P5	1 working day	40 working days

Support Query Escalation

If it is not possible for the Actus Support team to resolve the issue, as above, Actus will escalate the call to the parties, and in the timeframes, shown in the table below. Escalation times are measured during Opening Hours from when the support call 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

KPI Deductions are payable by the Supplier for the performance target not being met. KPI Deductions will be discussed as an agenda item at each service review meeting on a quarterly basis.

Criteria	Target Level	Service Level	Service Credit
Availability of the Live Software during the supported hours (9am-5.30 pm)	99.95%	100%-99%	None
		98.9-97%	50 Service Credits
		96.9-95%	100 Service Credits
		< 94.9%	150 Service Credits

Calculation of Service Credit

The Service Credit table is used to calculate the number of credits due during any quarter as a result of non-achievement of target service levels. The following table details the percentage of the quarterly or annual service charge that is due as a Service Credit. The value of the KPI Deduction credit is calculated by multiplying the quarterly service charge 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
0 to 49 points	0%
50 to 99 points	4%
100 to 199 points	6%
200 to 299 points	8%

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.