

This important document describes our client support process and how we can best work together if software issues arise. We are keen to ensure that everyone receives the best possible service and hope that the following points will assist.

### **1 Issue handling**

The Innate Support desk will provide assistance with queries or problems that you may find in running the software.

1. First, please search the database archive on our Support site (<http://www.innate.co.uk/support.html>), to see if your issue has already been addressed.
2. You can report problems via email or by phone. It is helpful if all but the most urgent queries are first submitted via email to [Support@innate.co.uk](mailto:Support@innate.co.uk). For more about the information we need and how we handle your query, please see the Appendix.
3. Your calls to +44 (0)8456 123 153 go directly through to the central Support Office. The telephone line will be manned from 9.00am until 5.00pm, on normal working days. Our relatively low volume of calls does not justify a telephone call queuing system, so you will encounter voicemail if all the lines are busy. When this happens, please leave a voicemail and confirm the issue by email; we will endeavour to call you back promptly.

Innate has a formal process for escalating important issues. We can supply you with further details on request.

### **What if I'm not happy with the response or speed of response to my support calls?**

Firstly, just let our Support know this and they'll try to help out as soon as possible. If you're still not happy, you can ask Support to "escalate" the issue. This means that the issue will go through the Support escalation process, automatically bringing it to the attention of your account manager and senior managers and ensuring it is given priority. We always try to handle issues promptly, so we ask you to use this process at your discretion.

### **2 Support site**

Your user name and password are shown below (if you are a new client). You can distribute these freely to co workers

User Name:

Password:

This gives you access to the Innate Support site at <http://www.innate.co.uk/support.html>.

1. **Browse Support Bulletins** - You can browse and download a range of useful technical documents. Please visit this site frequently, so that you can download the latest information.

2. **Search the database archive** - A simple search engine enables you to search the Support database to see if your query has previously been addressed for someone else.
3. **Track your company's issues** - You can view the status of your reported issues on the Support site. Please access the database to check the progress of your issue, before calling or sending an email. Security provisions ensure that each Client can only view their own issues.
4. **Download Software** - As new software versions are released, these are posted to the software downloads site. You can download these as required.
5. **Access the Innate User Forum** which enables customers to share common problems and experiences. The forum is available to all customers with a Support contract and to all Innate staff. The forum is moderated by Innate Support. You'll need to register to receive a username and password to access the site. These online forums are for user-to-user discussions of Innate products, and are not an official customer support channel for Innate. If you require direct assistance please contact Innate support as described in this document.

### ***3 Checking for the impact of changes - to your processes, configuration or software version.***

A separate test environment should be maintained for all but the smallest of installations. We strongly recommend that any proposed change, be it a process step, system configuration setting, or the installation of a new software version, should be thoroughly checked out in the test environment before being applied to the live system so you can be sure it gives you the results you want.

Because the Innate system is so readily customisable, we cannot accept responsibility for data loss or corruption, or other operational problems due to such changes being made directly in the live system.

### **Changes to the Innate database and files**

Innate software uses an open database and you can use other applications to read Innate data. However, you should not change the Innate data directly unless you have the database development skills to preserve data integrity. For example, do not change the database definitions, add or delete records or change field values without considering this. We advise you to make such changes only with design help from Innate consultancy and we cannot support databases where the integrity is damaged by unauthorised changes.

### ***4 Environmental issues***

We support our application within the environment in which it is implemented, e.g. Windows, IIS, and SQL Server or Oracle and give general advice on environmental issues. However, we rely on your IT support staff, including database administrators, to maintain the environmental side of the system. For example, support of the database, including taking backups and copying etc, is outside the scope of our normal Support.

As part of the Innate implementation, we will have trained some of your IT support staff and system administrators. It is a condition of the Support agreement that if you replace these trained staff you will have your new staff trained, either internally or by Innate, to the necessary standard.

Our staff are always available to discuss options and proposed courses of action with your technical staff, and we publish a comprehensive database definition for the software.

The Innate Support process is part of Innate's continuous improvement program. Please let us have details of any problems that you may experience with this process, so that we can continue to improve.

## **Appendix**

### ***What we need to investigate a problem.***

We aim to investigate all problems promptly. However, the longest part of the process is often just to understand the issue. To help with this and get you a quick turn round we ask for

- 1 The name of the Innate product to which your issue relates to
- 2 The exact version of the software you are using. You see this when you login to the product, for example "Innate Timesheets OLAP Reports/Data Entry Version 4.31 build 255" or by going to Help, About within Timesheet Administrator
- 3 A comprehensive description of the problem
  - 3.1 The command you were using at the time; e.g. View > Base Calendars > Delete and if possible the exact conditions required to recreate the issue
  - 3.2 If an error has occurred, the exact error message, preferably in a captured screen shot or copied word for word into the body of an email

Alternatively,

- 3.3 if an unexpected result occurs, what happened and what you expected. For example: "...the Actual Work box is changed from 10 hours to 12 hours; I expected it to change to 15 hours".
- 3.4 If an error is occurring in a process which previously worked as expected, we will need to know what has changed in your system.

## **Why do we need these:**

1 & 2 We need this because we won't always know which updates or software versions you may have downloaded from our web site, and if you have downloaded them, whether you have installed them.

3.1 We need to know what you were doing so we can advise. A description like 'Can't delete calendars' might mean you don't know which screen to use or that when you give the command some error occurs.

3.2 We need the exact error message so we can advise you; for example, you might not be able to delete calendars because they are in use, or you don't have the permissions to do so, or a product error.

3.3 We need to know what happened and what you expected because we can then compare the behaviour you see with that which is designed and determine any problem to be fixed, setting to be changed, change of design or explanation needed. If we simply get a message like 'work is miscalculated' we don't know what has actually happened or what you wanted.

3.4 If an error occurs in a process which previously worked, something must have changed. The most common explanation is a change in the environment; for example, IT staff may have changed the permissions on a server running the application.

## ***The stages of a problem***

1. Determine exact nature.
2. Request more information if needed.
3. Close if no response.
4. Determine action.
5. Explanation/change setting/ work round/fix, fix in future version, file as possible improvement.
6. Closed.

## ***Relation between Support and consultancy***

We support Innate software products. We are happy to do more detailed customisation ('specials'), such as writing task list filters, customised data entry screens, validation rules and reports on a consultancy basis. We describe this in a separate document, but essentially we'll usually work in two stages; we'll give you an estimate to prepare a detailed specification of what you want. When this specification is agreed and signed off we complete the customised work. We can also undertake work on the basis of a charge per day.

## ***Support of 'specials'***

We are happy to give ongoing advice and make changes to specials on a consultancy basis. Customised work is outside the scope of normal Support. When we upgrade software versions we try hard to maintain compatibility

with any customised work which we or you may have done, but when there is a major upgrade or version change some customised scripts can need some rework. We are happy to help with this on a consultancy basis.

### ***Relation between Support and training***

We will give you advice and support by phone and email. Support does not extend to a full telephone training service. Where you need training, we offer training courses on your site or at Innate.