

Sabio OnDemand Support Services

The support services for Sabio's OnDemand solutions have been specifically tailored to provide an integrated and intelligent way of supporting mission critical contact centres.

Sabio OnDemand support provides the peace of mind and assurance to allow you to focus on your own business objectives and aspirations.



Support Features Summary

During the creation of the OnDemand support services, the key area of focus was "precision". OnDemand provides an unrivalled approach to support through a mix of our in house expertise and the use of intelligent tools and proactive services. Sabio OnDemand Support offers a comprehensive support service

integrated seamlessly with the OnDemand technology platform. State of the art, 24/7/365, proactive monitoring and optimisation services, combined with Sabio's award winning Global Support Centre, provides a complete service wrap designed to support the customers' business aspirations.



Web Portal Access

Report and manage non urgent support cases and service requests through the online web portal.



Solution Monitoring

24 x 7 intelligent monitoring with proactive alerting for major alarms.



Recovery Support

Technical support helpline with Sabio Specialists on hand to assist with critical issues at first contact.



Support Performance

SLA's and Service Availability commitments backed by service credits to provide peace of mind and assurance.



Service Restoration

Commitments aligned to the priority of the Incident to restore the customers' business services.



Service Delivery Manager

Quarterly service reviews and performance reporting.



Manufacturer Support

Support services backed by the manufacturer with Upgrade Protection included.



Managed Services

Sabio resources and services to provide ongoing system management and housekeeping.



User Administration




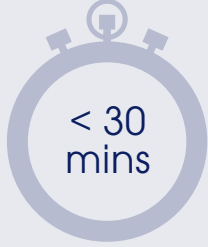







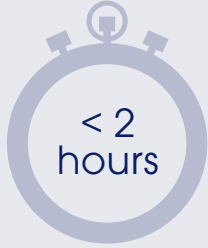



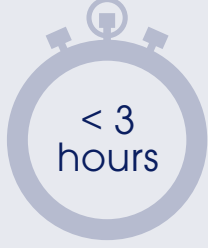



Sabio can provide a "Token Based" service or customers can choose to complete user administration themselves.

Priority Definitions

When logging a case with Sabio Support it is important that the assigned priority reflects the appropriate business impact and urgency.

Accessing Sabio Support
 To log an Incident or Service Request:
Phone: 03444 123 123
Web Portal: https://selfservice.sabio.co.uk
Email: support@sabio.co.uk
 For critical cases please phone to log the case

Priority	Business impact description	Examples
	<p>AN INCIDENT WHICH IS CAUSING:</p> <ul style="list-style-type: none"> A Substantial operational disruption and B A total outage to a critical service component 	<ul style="list-style-type: none"> • Contact Centre cannot take calls or call-taking is significantly impaired • Failure to discharge regulatory responsibilities (calls not being recorded) • Serious disruption in call routing • Contact Centre cannot make outgoing calls
	<p>AN INCIDENT WHICH IS CAUSING:</p> <ul style="list-style-type: none"> A A significant level of operational disruption and B involves a diminishment in the level of service to a critical service component affecting a large number of users (at least (20%)) 	<ul style="list-style-type: none"> • Call recording tagging not available but calls are being recorded • Some call quality degradation is experienced • Reporting is unavailable
	<p>THE INCIDENT IS NOT PRIORITY 1 OR 2 BUT IS CAUSING:</p> <ul style="list-style-type: none"> A Minor operational disruption and B Involves a diminishment in the level of service to a small number of users ((20%) or fewer) 	<ul style="list-style-type: none"> • Unexpected, non-critical issue • A small number of users cannot make calls • Reporting is slow but data is available
	<p>THE INCIDENT IS NOT PRIORITY 1, 2 OR 3 BUT IS CAUSING:</p> <ul style="list-style-type: none"> A Minor disruption to a non-core service B An incident where the service impact has been reduced to an acceptable level or removed C Low impact intermittent symptoms 	<ul style="list-style-type: none"> • Development or bug fix requirement
	<p>A request which does not relate to an incident, typically where the client requires some information or advice</p>	<ul style="list-style-type: none"> • Help request to assist with setting up a user • Advice on how best to retrieve a call recording • A question related to system functionality

Service Area 	Coverage Hours The hours of cover available from the Sabio Support Centre to report, manage and progress incidents or service requests.	Technical Response SLA Sabio SLA to provide a Technical Response to Incidents. The SLA provided by Sabio is aligned to the severity of the incident.	Service Restoration Target The Service Restoration Target SLA for the Core Target Systems.
			
			
			
			
 SERVICE REQUEST		<p>The SLA provided is in addition to the Technical Response SLA provided in the previous section. As an example, a P1 case will take a maximum of 2 hours and 30 minutes to resolve from the point of the Incident being raised by the Client. This is made up of 30 minutes to provide a Technical Response and 2 hours to perform or apply a Service Restoration.</p>	

* 08:30 till 17:30 Monday - Friday excluding English Bank Holidays

** Monday till Friday or next release

Key Client Deliverables

The customer will have the following responsibilities for the support of the OnDemand solution:

Provide a central service desk or team where end users can log issues.

User Administration (optional)

Receipt of Incidents from the Customer

To log an incident, you will need to provide a clear description of the symptoms and where appropriate this should include the area of technology and the approximate start time/date, frequency and duration of the issue. Example questions which will need to be answered in order to log an Incident with the Sabio Support Centre efficiently are as follows:

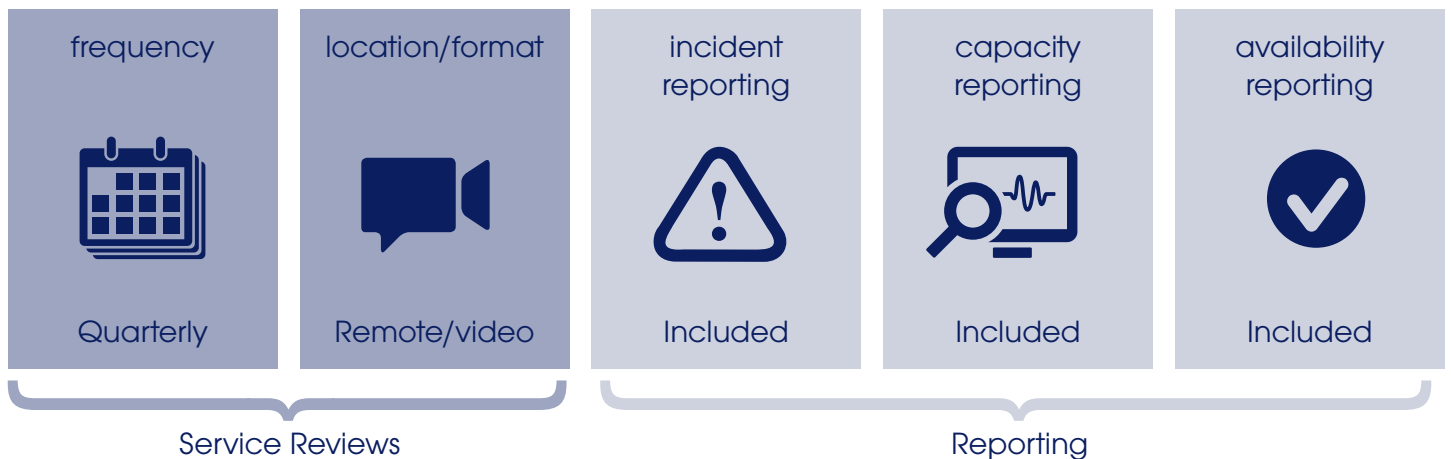
- What impact is the Incident having on the business?
- How many users are affected?
- Is the Incident reproducible?
- Are there any error messages?

The Sabio Support Centre, will be responsible for providing a case number (and recording the Customers own reference number for future reporting and correlation) and providing regular updates as agreed at the point of the call being raised.

Sabio technical staff will use the information provided by the Customer, in addition to Sabio's own analysis of the incident and details provided by the monitoring services to determine where the root cause of the issue may be.

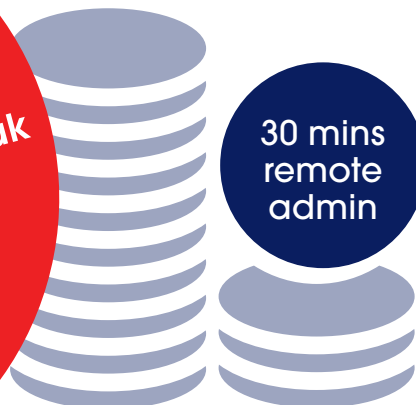
The Customer may be asked to clarify information or provide more details to help Sabio correlate events in line with the symptoms and the failure situation which is occurring.

Service Delivery Management



Please log all requests on the Sabio Support Portal
<https://selfservice.sabio.co.uk>

If Sabio require further information or permission to make the change Sabio will liaise with the person who made the request



MAC's and Configuration

As an optional service, Sabio provide a number of Service Tokens as part of the service offer. These tokens are redeemable by raising requests to the Sabio Support Centre. Each Service Token is worth up to 30 mins of remote administration.

All tokens are based upon the work taking place during Core Sabio Hours.

Change & Release Management

In the event an incident, problem or service request requires a significant change to the system, Sabio Support will liaise with your IT Service Desk to plan the change accordingly. All Sabio initiated changes will be subject to authorisation from the customer. Change planning will include:

- Test and Validation
- Roll back steps
- Risk assessment
- Approval
- Schedule
- Implementation
- Review

The Post Implementation Review will be carried out by the Change/Release Implementer on closure. Sabio will require your assistance to carry out user testing during and at the end of each change or release.



Availability

Planned maintenance is performed on a regular basis and should not affect availability however when the need occurs for downtime or the restriction of Service functionality, Sabio will provide to the Customer at least a 5 working day notice period. Sabio will use reasonable endeavours to ensure any downtime is minimised and where possible falls outside of the Customer's Business Hours.

Any planned maintenance which is authorised by the Customer will be excluded from the Quarterly Availability Target and will be known as the "Agreed Maintenance Window".

Please refer to the framework agreement for more detail.



Sabio has in place a customer satisfaction survey to offer our customers the opportunity to provide feedback at the closure of each and every Incident. This is an automated service and is purely optional.

Customer feedback reports are communicated to the entire company each month as part of the regular internal meetings. The Sabio board of director's review in detail the responses from our customers and any ad-hoc feedback received elsewhere within the organisation. All negative scores or comments are investigated within 3 working days and have a dedicated owner within Sabio who manages the process.

Escalation Contact Central Support Contact Details

Central Support Contact 24x7 Main support contact	03444 123 123
Principal on-call engineer Back-up out of hours	07901 006 000
On Call Support Manager Out of normal UK business hours escalation of customer service Issues	03444 123 124
Service Desk Manager Monday to Friday - 08:30 until 17:30 First level of customer service escalation	+44 141 222 1899

EMEA

+44 344 412 3000
info@sabio.co.uk
www.sabio.co.uk

APAC

+65 6812 0560
info@sabio-apac.com
www.sabio-apac.com