

REAPIT TECHNICAL SUPPORT POLICY 2019

Standard Support

The core responsibility of the Service Desk team is to provide to Customers with advice and guidance on the accurate and effective use of the current products and services they receive from Reapit. Where this is not working as designed, in the first instance they will endeavour to provide guidance on how to work around the issue and escalate the underlying issue internally for review.

Please note: The Service Desk team cannot input / undertake data entry or tasks that are the responsibility of the Customer within the scope of standard support.

Definition of Request Types

Request Type	Definition	Service Level	Chargeable
Support*	<ul style="list-style-type: none"> - The product is not working as expected - Advice / Guidance is required on the standard use of our Products and standard configurations / integrations (which do not require the engagement of Expert resource). 	Yes	No
Standard Service Request	<ul style="list-style-type: none"> - Standard single configuration changes as listed in the Service Catalogue that cannot be undertaken by the Client themselves through Self Service. 	Yes	No
Customer Change*	Includes: No Charge <ul style="list-style-type: none"> - Is not Support or a Standard Service Request. - Is a request for change that can be delivered by Service Desk staff, using standard tools and products. - Requires <=1 Hour effort Chargeable <ul style="list-style-type: none"> - Request for product development - Request for template development - Request for focused access to Expert resource to enable Client initiative / project (outside of the Support process) 	Agreed Delivery	No

*This may be beyond the scope of our contractual support and could be chargeable

Examples of Standard Service Requests

Standard Request	Example
Office Management	Add, remove and update details for an office in Reapit Agency Cloud
Portal Management	Add, remove feeds to portals listed on Portal policy
Configuration	Setting of standard configuration (e.g. default fees, sources, document types et al.) Addition of pre-approved standard workflow / task plans or maintenance of existing (e.g. change of scope, change of email)
Integration	Addition of an agreed integration as listed on the Service Catalogue and presented on the Reapit Service Desk Portal

Examples of Customer Change – Not Chargeable

Service Request	Rationale
Bulk clear down of Follow Ups	Requires scripting and requirement of dates / scope to be applied by client
Migration / merge of source data	Requires scripts to identify and then update large volumes – scripting specific to each request

Examples of Customer Change - Chargeable

Customer Change / Consultancy	Rationale
New / Enhancement to a VMR Request	Requires development and testing resource
New / Enhanced Portal Lead Template	Required development and testing resource
Request for consultancy to review Business Requirement and application of advanced configuration options	Requires access to senior / experienced resource requiring a higher skill level and competency than Service Desk staff
Request for product enhancement	Requires development and testing resource