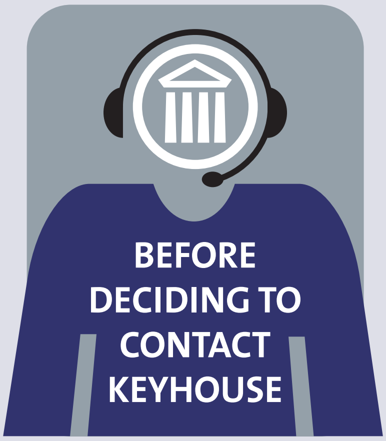
Customer Support Logging Procedure

OVERVIEW

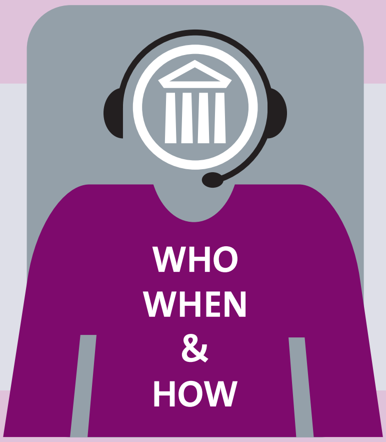
This document describes the process a customer needs to follow when logging technical support requests with Keyhouse Support.



BEFORE DECIDING TO CONTACT KEYHOUSE

1. We recommend that you channel all support queries through your IT Supervisor. They're best placed to advise if a query relates to the Keyhouse Software or not, or where you can resolve it quicker internally and without the need to contact us, such as with requests for system administration changes, known issues where a workaround is available, or when self-help guides assist you to do what you need to do yourself. Contacting your IT Supervisor also ensures that your firm has an overall view of all queries being raised, which helps identify training gaps and recurring issues.

2. Administrator / Power User (i.e. A/C Bookkeepers & Case Administrators):
Similar to IT Supervisors, these users would have more in-depth knowledge of the system, and you could check with them if an IT Supervisor is unavailable.



WHO SHOULD LOG A SUPPORT REQUEST?

Any registered user of Keyhouse software is welcome to contact our technical support team with a query. To ensure best service on our part responding to your request, we ask that the person contacting us knows the full details of the query being logged.

WHEN TO LOG A SUPPORT REQUEST?

Support requests can be logged at any time. The Keyhouse Support team operates from 9am to 1pm and 2pm to 5.30pm Monday to Friday excluding bank holidays.
(Note: Support is available on request outside these hours. There may be additional charges for this service, and if applicable, you would be advised of these beforehand.)

HOW TO LOG A SUPPORT REQUEST?

Log a support call with Keyhouse by email or phone:
Email: support@keyhouse.assist.com
Phone: +353 1 290 2222.

Each query is recorded as an incident by our Support Desk and assigned a unique reference number, which will be advised to you. Please always quote this number when contacting us in relation to existing incidents.

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What information will we need from you?

It is important you provide as much information as possible about the incident. As a minimum, we would ask you please to provide the following details:

WHO

Name(s) of the user(s) directly impacted by the incident.

PRIORITY

A: Critical *(Problems that are preventing you using the software.)*

B: Major *(Urgent and Serious problems using the software, where a temporary work-around is required to allow you continue to use the software.)*

C: Minor *(Problem affecting but not preventing the use of the software.)*

ACTION TAKEN

Where applicable description of any action taken to resolve the problem.

DATE/TIME

Date and time the problem first occurred.

WHAT TO EXPECT IN RETURN?

All support incidents will be responded to within the terms of the Software Licence and Maintenance Agreement *(aka. the "SSA" - Software Support Agreement)*. They will be handled in a professional manner and in order of priority:

Priority A

Critical problems will be responded to as soon as possible (but never longer than is stated in the SSA) by the Support Team. In most cases Priority A incidents are responded to immediately.

Priority B

Major problems will be responded to as soon as possible (but never longer than is stated in the SSA) by the Support Team. In most cases the incidents are responded to within one to two hours.

Priority C

Minor problems will be responded to by the Support Team within three business days. In most cases the incidents are responded to within one work business day.

All possible action will be taken to resolve issues/problems as they occur and within the agreed time frames. In the event this is not possible, Keyhouse will agree next action to be taken with the client.

ESCALATION

In the event a support incident is not resolved satisfactorily, you can request that the issue be escalated to the Support Manager at Keyhouse.

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INCIDENTS THAT ARE NOT COVERED
WITHIN THE SOFTWARE SERVICES AGREEMENT.

Not all incidents will be covered under a maintenance contract. There are times when these will result in additional costs being incurred for the work. A quote for all chargeable work will be outlined and agreed with the user before work is started.

Some standard items NOT covered under the maintenance contract include:

- TRAINING
- INFRASTRUCTURE
- USER ERROR
- DATA RECOVERY
- REPORT REQUESTS
- SOFTWARE CHANGES
- CASE PLANS / WORK FLOW

TRAINING
Support time required to provide the user with instructions on how to use the software.

INFRASTRUCTURE
Support Time required for configuration of hardware infrastructure that requires substantial work.
(i.e. large number of new/replacement PC's or replacement of server(s))

USER ERROR
Extensive work required to correct misuse of the system.
(i.e. changes to data, etc.)

DATA RECOVERY
Extensive work required to correct data corrupted as a result of backups being incomplete or missed.

REPORT REQUESTS
New reports or changes to existing reports.

SOFTWARE CHANGES
New facilities or changes to existing functionality within the software.

CASE PLANS / WORK FLOW
Changes to the setup of Workflows and template documents.

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