

# Customer Services Support Handbook

---

Synergy

The interaction of two or more agents or forces such that their combined effect is greater than the sum of their individual effects

1<sup>st</sup> Floor, 70 Clifton Street  
LONDON • EC2A 4HB  
Tel 0845 644 2351 • Fax 0845 128 3961  
Registered in England No. 4520472

---

## CONTENTS

INTRODUCTION .....	3
CONTACT INFORMATION .....	4
WORKING HOURS .....	5
CUSTOMER AUTHORISATION .....	5
UTILISING THE CUSTOMER SERVICES SUPPORT DESK .....	5
CALL RESPONSE TIMES .....	6
CASE CLOSURE .....	6
METHODS OF CONTACT .....	6
CALL ESCALATION .....	7
EXTENDED SUPPORT COVER .....	7
DISCLAIMER.....	8
GENERAL TERMS AND CONTIDITIONS OF TRADE WITH PROSYN LTD.....	9

---

Synergy

The interaction of two or more agents or forces such that their combined effect is greater than the sum of their individual effects

## **INTRODUCTION**

It is the objective of the Prosyn Support Team to provide an exceptional support service.

The purpose of this handbook is to describe the systems and procedures for support services.

We hope and expect that your relationship with Prosyn will last many years. We believe that it is important to both of us to start the relationship in a productive manner, based on a formalised understanding of procedures and associated responsibilities.

In order to provide you with a quality service, we would ask that you and all staff who use the support desk, read this document and adhere to procedures and guidelines outlined in this document.

---

### Synergy

The interaction of two or more agents or forces such that their combined effect is greater than the sum of their individual effects

## **CONTACT INFORMATION**

Prosyn Office	1 <sup>st</sup> Floor, 70 Clifton Street London EC2A 4HB
Prosyn Support Main Number	0845 644 2351
Prosyn Fax Number	0845 128 3961
Prosyn Support Email Address	support@prosyn.net

---

Synergy

The interaction of two or more agents or forces such that their combined effect is greater than the sum of their individual effects

## **WORKING HOURS**

The Prosyn Support desk is open from 9:00 AM to 5:30 PM, Monday to Friday. We do not work on UK Public holidays.

Should you require support outside of the normal working hours, we are happy to provide this service, either office based, on a mobile, on site or on call. Any works undertaken outside of normal working hours will be charged at time and a half. Travel expenses (within reason) will also be passed onto the customer.

Please contact the office for further details should you require this service.

## **CUSTOMER AUTHORISATION**

Support calls will only be accepted from personnel who have been authorised by your management. Calls from non-authorised users will be rejected by the Helpdesk.

## **UTILISING THE CUSTOMER SERVICES SUPPORT DESK**

When contacting the Prosyn Support desk, you should always quote your case reference number if you have one. This will enable us to process your query more efficiently.

If you are contacting us to place a new support call, please ensure that, where available, you have placed your new call via support@prosyn.net. If this system is unavailable please communicate the details of the problem to a member of the Prosyn support team.

This allows the Prosyn Support team to concentrate on call resolution.

Once the call is placed, you will be given a case number. A member of the Prosyn support team will respond to the call within the pre-determined response time.

When placing the call via support@prosyn.net, we will need a full description of the problem.

If you wish to update an existing case with some information that does not require you to speak to a member of the Prosyn Support Desk, please update the case by emailing support@prosyn.net, quoting the case number.

---

## **CALL RESPONSE TIMES**

Response times are defined within the signed maintenance contract between the customer and Prosyn, and form the basis of the Service Level Agreement. Prosyn will use reasonable endeavours to meet response times set out against the customers maintenance contract.

These are however initial response times only and do not guarantee that the call will be resolved. Please note that all times are in working days.

These response times do not take into account any third party providers of software such as Oracle, IBM or Microsoft. If we need to refer to a 3<sup>rd</sup> party vendor then these response times may vary.

Prosyn will endeavour to respond to non-maintenance customers within 3 working days of a call being logged.

*INITIAL RESPONSE* is defined as confirmation of the case number and its priority. In addition to this an initial response will also include the first means of contact to the customer from a member of the Prosyn support Helpdesk. This would either be to request more information or to discuss the problem in more detail.

*RESOLUTION* is defined as being the point at which the customer confirms the call can be closed. The status of the call on the Helpdesk would then be amended to say "RESOLVED"

*CALL CHASING*; Once a call has been chased once, if no response is received the call will be chased again. If there is still no response the call will be closed by the support desk.

## **CASE CLOSURE**

A case will be closed for the following reasons:-

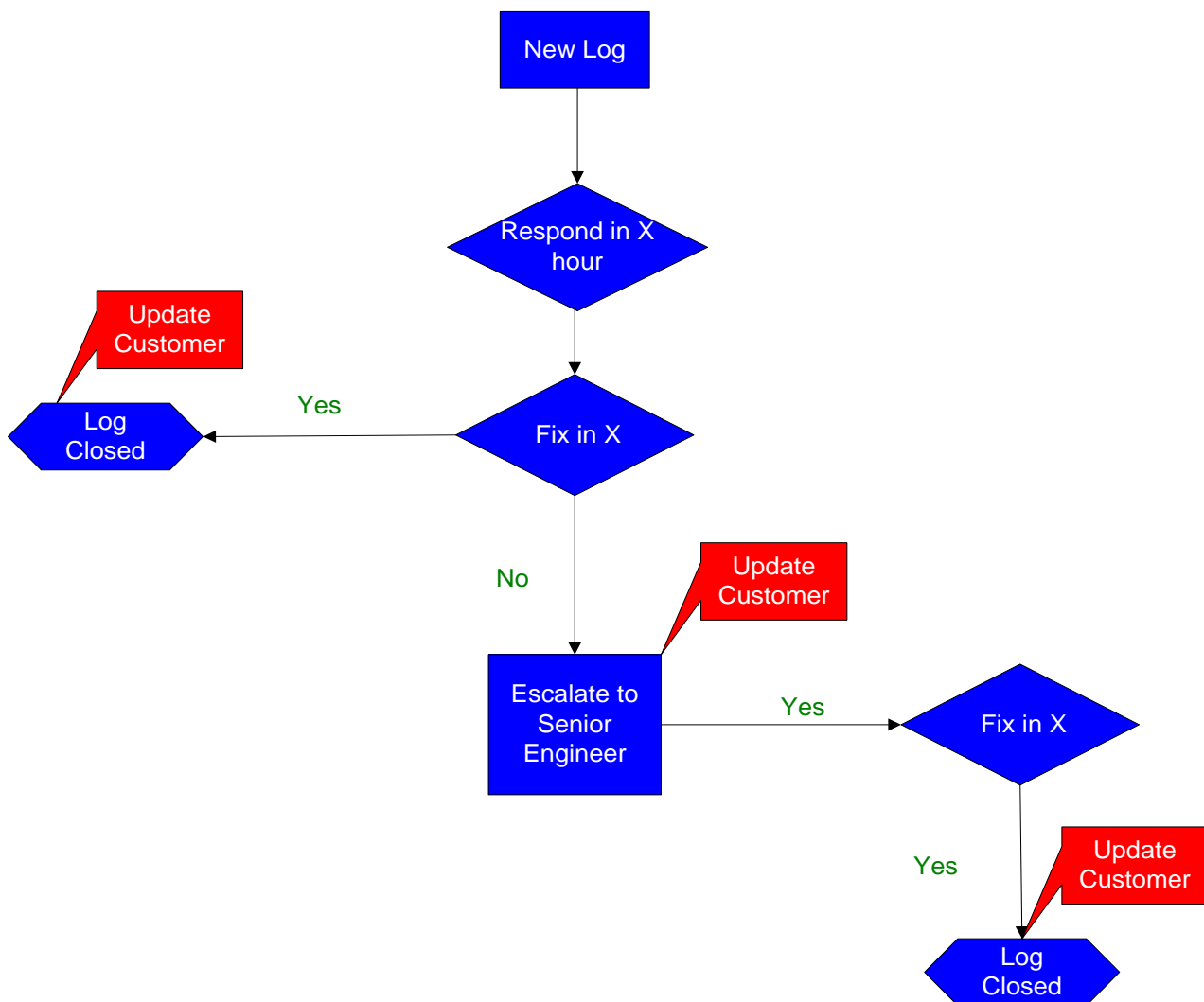
1. A member of the Prosyn Support Desk is notified that the problem is resolved
2. Several chases have been sent and no response has been received - An email will be sent or a phone call made to advise that the call will be closed due to no response.

## **METHODS OF CONTACT**

A member of the Prosyn Support Helpdesk will use the telephone as the first method of communication with you. Where they are unable to reach you the call will be classified as awaiting customer response. They will then make one further attempt to call you by telephone and if they are still unsuccessful will email you instead.

## CALL ESCALATION

Below is the escalation procedure flow chart.



### Synergy

The interaction of two or more agents or forces such that their combined effect is greater than the sum of their individual effects

## **EXTENDED SUPPORT COVER**

Extended support cover ensures that a stand by engineer is available outside Prosyn's standard office hours (9:00 AM to 5:30 PM, Monday to Friday excluding UK Public holidays). Please note labour is always charged separately at time and a half.

### **"8:00 – 20:00"**

Customers with "8:00 – 20:00" contracts in place are able to contact the support desk to place a new call or to work on an existing case between 8:00 AM and 8:00 PM, Monday to Friday (excluding UK Public Holidays). A member of the Prosyn support team will then respond to the call within the pre-determined response time.

### **"24 x 7 x 364"**

Customers with "24 x 7 x 364" contracts in place are able to contact the support desk to place a new call or to work on an existing case between 8:00 AM and 8:00 PM, Monday to Friday (excluding UK Public Holidays).

Additionally a member of the Prosyn support team will be on call "24 x 7 x 364" for business critical support. An engineer will respond to the call within the pre-determined response time.

An emergency contact number will be allocated to contracted customers to be utilised after 8 PM, during weekends and UK Public Holidays.

Telephone and remote support (where possible) will be available to satellite users. Onsite support however will be limited to the company address.

## **DISCLAIMER**

All information in this handbook is subject to periodic change and revision.

While every effort has been made to ensure that this handbook is accurate, Prosyn excludes all liability for errors or inaccuracies contained herein.

This handbook may be subject to change to reflect changes in our ISO90001 Quality Management System, and this may not be the latest version.

To ensure you have the latest version please contact the Prosyn Support Team, who can verify the latest version and arrange for an update on request.

## **GENERAL TERMS AND CONDITIONS OF TRADE WITH PROSYN LTD**

*Prosyn Ltd endeavour to provide all our customers with the highest level of service.*

### **Terms of Trade**

These "Terms and Conditions" will apply to and govern all Contracts under which "Prosyn Ltd", its affiliates, subsidiaries, agents or contractors acting on its behalf, agree to supply goods and services, and shall prevail over any terms and conditions of the client, whether referred to in the client's order, or in correspondence and elsewhere, or implied by trade custom practice or course of dealing. Any purported provisions to the contrary are hereby excluded or extinguished. No variation of these terms and conditions shall be effective unless previously agreed in writing.

#### **Terms:**

- 1. Security and data safeguarding:** It is the client's responsibility to ensure that prior to Prosyn Ltd starting work on its computer system or other electronic installation, that all critical data has been backed up, and that appropriate recovery procedures are in place. In compliance with English Law and Criminal Justice Acts, Prosyn is obliged to report any apparent infringements on found on data during recovery or other works.
- 2. Software Licensing:** It is the client's responsibility to comply with the terms of use, distribution, duplication and other requirements, whether public or private in origin, applicable to any software supplied through Prosyn Ltd or for any software for which Prosyn Ltd is asked to work on. The Prosyn Ltd employee working on site may delay any project until proof of licensing can be provided.
- 3. Hardware and software supply and warrantee:** Prosyn Ltd supply industry standard branded hardware and recognised system software unless otherwise specified by the client. Unless otherwise stated all warrantee's are with the vendor and are on a return to base basis. Prosyn Ltd will take charge of this procedure at our normal hourly rates. Software vendors change and update their packages to correct errors on an ongoing basis. Prosyn Ltd takes no responsibility for errors occurring in such software and while we will aim to provide any resolution specified by the vendor this will be done at our hourly rate.
- 4. Maintenance of Protection:** It is the client's responsibility to ensure that the effectiveness of any software supplied by Prosyn Ltd is maintained, by acquisition from the original developer of such database files, programme patches or other revisions, as may become available from time to time. Under maintenance agreements Prosyn Ltd may request that the on-site engineer updates any critical patches required. While every precaution will be taken to avoid disruption, Prosyn Ltd takes no responsibility for any errors in software developed by third parties.
- 5. Privacy:** It is the client's responsibility to ensure that all applicable civil liberty legislation and personal privacy safeguards are observed when using software supplied by Prosyn Ltd, both those enshrined in UK and EU law, and those included in any telecoms service contracts entered into by the Client.

---

#### Synergy

The interaction of two or more agents or forces such that their combined effect is greater than the sum of their individual effects

6. Payment: Prices charged on any quotation are exclusive of VAT and delivery, unless otherwise stated, and may be varied without prior notice. Payment shall be made on the date of delivery of goods or completion of works, unless credit facilities have been approved in writing. In the event of late payment, interest will accrue at the base rate of Barclays Bank plc plus two per cent.

7. Delivery: The dates for delivery of goods, materials or execution of activities mentioned in any quotation or acknowledgement of orders are approximate only. Delivery may be made in whole, or in part, at the discretion of Prosyn Ltd, and, where delivered by installments shall be invoiced separately and seen as separate contracts. If, in the case of the contract or any order involving more than one delivery, default is made in payment on the due date, Prosyn Ltd shall have the right to suspend any further deliveries or activities pending payment, or to terminate the contract in its entirety. Delivery charges will be levied for all deliveries and is door to door only. Any further requirements will be met by Prosyn Ltd engineering staff at our standard engineering rates.

8. Copyright: Copyright of all material originated by Prosyn Ltd, either in the form of pre-contract documentation, site documentation or as text, images, research papers or electronically stored code for the manipulation, transmission and presentation of information, remains property of Prosyn Ltd. By separate negotiation and upon payment in full, copyright may be assigned or licensed to the client.

9. Ownership of Goods: Title to the goods shall only pass to the client upon payment in full of all sums owing or due to Prosyn Ltd, whether under contract or otherwise. Until such payment the client shall store the goods in such a way as to show that they are the property of Prosyn Ltd.

10. Risk: Risk in the goods or material passes upon delivery to the client's premises. Where material is transmitted electronically, risk will be deemed to have passed to the client, upon the moment of transmission - not of receipt.

11. Indemnity: The client will indemnify Prosyn Ltd, its staff, contractors and agents for any loss or damage suffered or incurred as a result of failure to obtain any necessary license or consent to enter any premises, or premises being unsafe or unsuitable, or any failure of the client to comply with any conditions imposed by any other party.

12. Liability: Prosyn Ltd shall under no circumstances be liable for any loss, damage, expense or injury of any kind. Whether direct, consequential or otherwise, arising in connection with the execution of a contract or the use or failure of the goods supplied or any defect in them, or from any other cause whether or not due to the acts or omissions of Prosyn Ltd, its staff, contractors, or its agents, in excess of the contract invoice value.

13. Force Majeure: Prosyn Ltd shall not be liable to the client for any loss or damage which may be suffered by the client as a result of the delivery of goods, materials or the execution of a contract being delayed prevented hindered or made uneconomic by reason or circumstances or events beyond Prosyn Ltd control including, but not limited to:

- a. Act of God, or riot, strike, lock-out, trade dispute, act of terrorism, labour disturbance, restriction or ban on overtime, accident, fire, flood or storm difficulty or increased expense or;
- b. Failure by the client to give adequate instructions or supply the necessary information in due time or
- c. Failure by any third-party to carry out their part of the work or otherwise perform their obligations when required.

14. Claims: All claims in respect of material, goods or non-execution of the Contract must be made in writing and received by Prosyn Ltd no later than fourteen (14) days of the date of delivery to the client, the client's premises or the client's vehicle, or in the case of electronic transmission, from the date of transmission.

15. Waiver: Any waiver by Prosyn Ltd of any breach of any term of these Terms and Conditions shall be valid only if given in writing.

16. Severance: Prosyn Ltd and the client believe that these Terms and Conditions are reasonable. If any provision shall be held to be contrary to applicable law, such provision shall be severed from the remainder, and the remainder shall continue in full force and effect.

---

Synergy

The interaction of two or more agents or forces such that their combined effect is greater than the sum of their individual effects

17. Notices: Any notice hereunder shall be deemed to have been duly given if sent pre-paid first class post, fax or e-mail to the party concerned at the address specified.

18. Law: All contracts to which these Terms and Conditions apply shall be governed and construed in accordance with the laws of England and Wales, and the parties hereby submit to the jurisdiction of the courts of England and Wales.