



SynergyCare

Where our partnership
really comes into its own



synergy
technology

Our Objectives

At Synergy Technology, we recognise that the most effective solutions come from working together with our clients.

Synergy Technology understands that your systems are a vital element in the running of your business. By dealing with issues quickly and efficiently, we will save you time and money, so you can focus on the needs of your business.

Our application support service is designed around the clients and their individual users. Our consultants deliver a full range of tailored support coupled with exceptional responsiveness and accountability. By dealing with issues and queries quickly and efficiently, we will save you time and money, ensuring that your business applications run at optimal levels of performance at all times.

We make it simple to access the right level of support for your business, and all our support contracts can be tailored to match your individual requirements. All our support services are provided internally by Synergy Technology consultants who are fully trained on the business applications that we provide, in order to support your organisation in both on an ongoing, and emergency support basis.

We understand the importance of building long-lasting relationships. We aim to instil confidence and create peace of mind for our clients by delivering the highest quality of service and offering genuine value for money.



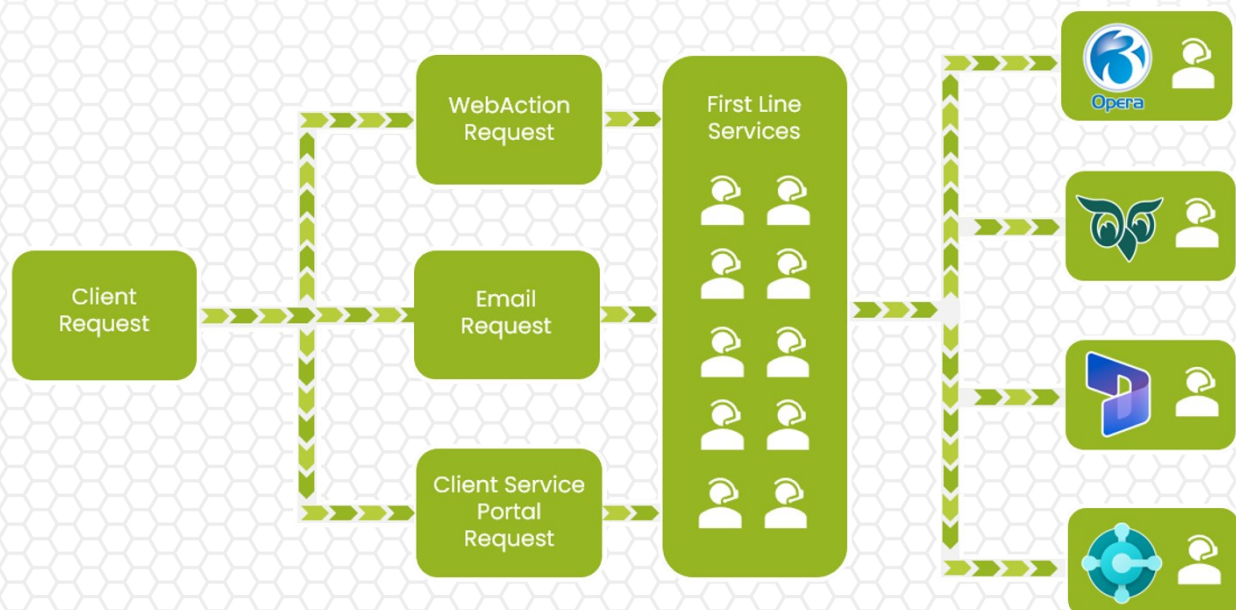
Service Level Agreements

Synergy Technology uses a Service Level Agreement (SLA) to measure the effectiveness and quality of our service and to enable our clients to monitor our performance. Our Service Level Agreements mean less hassle and minimal downtime, and offer:

- A single-source response for all related issues and queries.
- A committed response time every time.
- Regular feedback on the progress during the resolution of a query.
- Advice and guidance on the relevant products and their usage.
- Assistance with problem identification, management and resolution.
- User-friendly access to our knowledge base.

Two service levels are available depending on the priority set against your software. Our SLAs are based on years of industry performance and we will happily amend the timescales should you need to increase a priority to your system.

SynergyCare Support Structure



Ways to Access Support

If you experience an issue with your software application or a query regarding its usage, there are three ways submit a support ticket to the SynergyCare Help Desk in order for the Support Team to manage it effectively. All support requests are monitored to ensure they meet SLA requirements. The Help Desk is open from **9.00am** to **5.30 pm** working days only (Monday–Friday, except bank holidays).

WebAction Online form

Guided by the drop down menu options, this online form is the easiest and most direct way to submit a support ticket to the Help Desk. This helps to identify the nature of your problem, manage its priority and assign the correct resource to assist you. The form can be accessed via the Application Support page on our website at:

<https://www.synergytechnology.co.uk/application-support/>

Email Request

Queries and issues can be raised 24 hours a day by sending a request to our SynergyCare Help Desk via our dedicated support email address at: helpdesk@synergytechnology.co.uk. This ensures you can record your issue or query conveniently, as it arises, and to provide as much detail and information that you can record within the email.



Client Service Portal

Queries and issues can be raised 24 hours a day using our dedicated client service portal. The Portal can be accessed via the Application Support page on our website at: <https://www.synergytechnology.co.uk/application-support/> This portal offers complete flexibility and captures screen images attached to your request and provides an overview of any issues or queries we may currently be handling on your behalf. To have software users setup on our dedicated Client Service Portal please contact the Help Desk by emailing helpdesk@synergytechnology.co.uk

Service Level Agreement Schedule

The Service Level Agreement Schedule includes the stipulated time allowance for each stage of a support request.

Applications Software

Code	SLA Name	Stage 1: First Action	Stage 2: Review and Analysis Period*	Total Time	Service Detail
S44	Software Standard 4+4	4 hours	4 hours	8 hours	Standard Service
S13	Software Enhanced 1+3	1 hour	3 hours	4 hours	Faster response on Business Critical Applications (Additional 50% premium)

*Please note that in some circumstances the issue may be within the design of the software itself and cannot be resolved or may require involving support or rectification from the software vendor, which cannot be measured within the Service Level Agreement.

Impact Matrix

The Impact Matrix is designed to assist you in determining the level of Priority to assign to your issue or query, according to the Impact you consider it to have on the continuity of your business operations.

Support Impact Matrix	Low Single user	Medium Multiple users	High System-wide
Low Minor inconvenience	Low	Medium	Medium
Medium Some work functions impaired	Medium	High	High
High Prevents Primary work functions	Medium	High	Critical

The combination of the Priority and the Impact allows a support level to be determined for each issue and the urgency of the response set.

Please provide the level of Priority to your query or issue in your support request. When using the Client Service Portal, the user can set the Priority from the drop down menu.



Some example guides for determining Impact are as follows:

- **Impact – Low:** This is for questions that do not need a immediate response or answer. Tickets marked as low may have a work around in place or is intermittent.
- **Impact – Normal:** Either one or multiple users are effected by a problem on the system. Tickets marked as normal could have a bug or an error message on one particular part of the system.
- **Impact – High:** All users are effected by the issue. Tickets marked as high are usually a system down or where no users can work on the software.

The impact must be used sensibly to achieve the correct Priority. Synergy Technology maintains the right to change the Impact on a ticket raised but still records the log times on any updated ticket.

Therefore a ticket will only be classed as 'Critical' when both Impact and Priority are defined as high and this has been confirmed by the Application consultants.



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