quadient
Because connections matter.

Technical Support Services

Business Solutions

LOGGING A CALL WITH THE QUADIENT HELPDESK

The Quadient Helpdesk is open between **09:00 and 17:00** Monday to Friday, UK time, excluding Bank and Public Holidays. Other support time options are available upon special request. The Helpdesk and its support facilities are only open to current contract holders.

Telephone: 01753 616720 for all support services.
Email: support@dcs.co.uk

For each package, the support term is one year unless otherwise specified.

Routine software maintenance and telephone support for user installed upgrades are not subject to a Quadient support package. Upgrades should always be carried out by a Quadient engineer unless previously agreed with the Quadient Technical Manager.

BACKED BY THE EXPERTS
Gartner, Forrester, and Aspire

EXPERIENCE
A rich history of world-class leadership

PROVEN RESULTS
96% customer satisfaction rate

EXPERTISE
8 billion personalized experiences annually

WHAT CAN BE LOGGED WITH THE QUADIENT HELPDESK

The Helpdesk can log calls relating to faults with any software or products supplied by Quadient.

Calls relating to equipment and third party software supplied by another company or supplier cannot be dealt with by the Quadient Helpdesk.

Please be prepared to give us this information:

- **Site/location details**
- **Your name and contact details**
- **Description of your problem, including software and product involved, software version and Windows OS with service pack levels, details of the problem including any error messages, business areas and users affected. For hardware support, we will need equipment serial numbers**
- **Customer unique call reference number if applicable**
- **Problem severity level assigned to the problem (see overleaf)**
- **Any additional information that will assist the Helpdesk to resolve the problem.**

WE WILL PRIORITISE YOUR CALL INTO ONE OF FOUR LEVELS:

SEVERITY	DEFINITION	TARGET RESOLUTION TIME[1]
High	**Major Business Impact** e.g: application software not operable from any workstation, or host database on server not responding to any client applications on PCs	**Within 4 working hours**
Medium	**Some business impact but not critical** e.g: department or site prevented from accessing one particular application or function of the system Single PC or component failure but can still perform some useful work Services are degraded with some inconvenience	**Within 8 working hours**
Low	**Minimal Business Impact** e.g: a user is prevented from accessing one particular part of the system, but can still perform some useful work. Department or site has a problem which has a known workaround solution provided	**Within 16 working hours**
Unclassified	**Non Support Issue** e.g: request for upgrade, cosmetic issue, change request	**As advised by Quadient**

1 Quadient will use reasonable endeavours to resolve the problem within the timescales defined

Quadient will normally respond to logged calls within 2 hours and will make reasonable endeavours to resolve the problem within the timescales defined above.

If the problem is hardware related and the device is covered by an on-site support contract, Quadient will activate your support contract depending upon the Service Level purchased.

HARDWARE SERVICE LEVEL	8+8	4+8	4+4
Time to visit	8 working hours	4 working hours	4 working hours
Time to fix	8 working hours	8 working hours	4 working hours
Parts and labour covered (consumables cost excluded)	Yes	Yes	Yes
Free loan if product taken offsite	Yes	Yes	Yes

Examples of when Quadient will provide feedback to the customer are as follows:

- **When an incident is likely to transgress the Support Service Level Agreement Targets**
- **An incident needs to be escalated within Quadient or escalated for assistance from a third party company**
- **The customer is notified that a Quadient support engineer will be on site**
- **The problem is resolved**
- **Estimated fix time will not be met**

WE WILL THEN...

Confirm your details, allocate a unique call log number and confirm the Severity Level assigned to the call. Please note this, as you will need to quote it when contacting the Quadient Helpdesk

The status of your logged call will be monitored by Quadient and you will be advised accordingly The following call status is managed:

STATUS	MEANING
Open	Call is open
Overdue	Call has passed its resolution time target
Awaiting Client Feedback	Call is awaiting customer feedback
Closed	Call is resolved
Customer Issue	Call is related to equipment and/or third party software not supplied by Quadient
Change Request	Call has resulted in a Software Change Request

In the event where a call cannot be resolved or becomes overdue, the incident will be brought to the attention of the supervising officer and escalated internally within Quadient in accordance with the table below.

ESCALATION LEVEL	QUADIENT CONTACT	LOW SEVERITY	MEDIUM SEVERITY	HIGH SEVERITY
1	Quadient Technical Manager	4 hours over target fix	8 hours over target fix	16 hours over target fix
2	Quadient Director	8 hours over target fix	16 hours over target fix	32 hours over target fix

'Target fix time' for hardware is the total fix time for the contract SLA, i.e. an 8+8 SLA = 16 hours from fault log time

ESCALATION - SHOULD YOU NOT BE SATISFIED WITH PROGRESS...

Contact the Technical Manager by email **support@dcs.co.uk** quoting your call reference and ask for the call to be escalated.

In order to resolve issues as quickly as possible, it is beneficial that customers have remote desktop support enabled to the problem server or PC. For support calls received where no remote access is available, the call with be managed outside the SLA target resolution times.

quadient
Because connections matter.
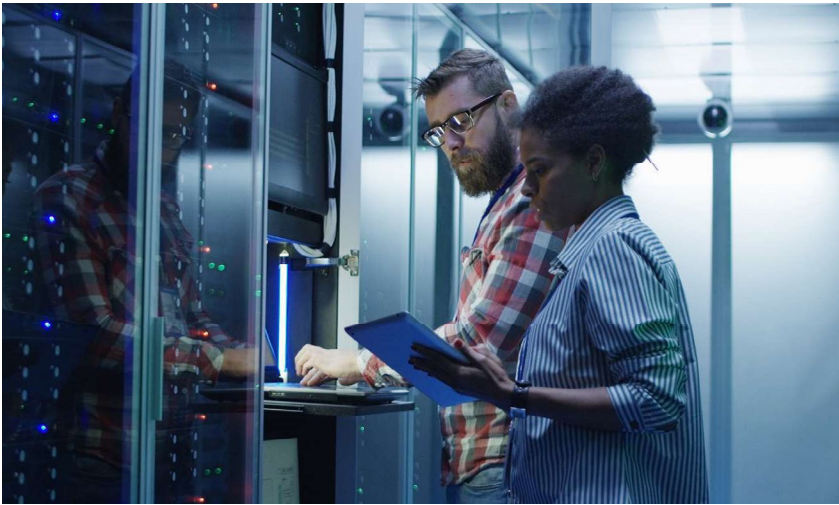
About Quadient®

Quadient provides enterprise information management software solutions and services to more than 1,000 worldwide companies, bringing intelligence and automation to the creation, capture, management and distribution of information.

Quadient's solutions make it possible for companies to share content globally across all internal and external systems, applications, and departments, while maintaining central control and management.

Quadient is the driving force behind the world's most meaningful customer experiences. By focusing on Intelligent Communication Automation, Parcel Locker Solutions and Mail-Related Solutions, Quadient helps hundreds of thousands of customers worldwide simplify the connection between people and what matters. For more information about Quadient, visit quadient.com.