May 2024

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HSL Customer Support Services

Hospital Services Limited
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HSL
HOSPITAL SERVICES LIMITED

Table of Contents ↘

Service Discription

HSL Customer Support Services has a Support Operations Centre (SOC) as a single point of contact for users to request general assistance, how to etc, report any issues with software or hardware and request training sessions.

This service provides the assurance that all requests will be dealt with in accordance with the clients SLA and all requests/incidents will be logged in our ticketing system where the severity level will be set according to the request.

Our services include

- Access to the UK based HSL Support Operations Centre (SOC) - SOC is available 08.00am-17.30pm Monday to Friday (excluding UK public holidays)

- User guidance on products and services

- Troubleshooting any hardware

- Should escalation be required, SOC will liaise with the manufacturer and, subject to the hardware being covered under a warranty agreement, organise a replacement to be shipped to the customers chosen location

- Troubleshooting any Software

Service Discription

cont.

- Should escalation be required, SOC will liaise with the manufacturer to provide a resolution with as little down time as possible

- Software upgrades for both hardware and virtual solutions (If under a maintenance agreement)

- Training – Ongoing and/or new starter

The service does not include any on-site visits to assist with testing or the de-installation or reinstallation of hardware. If a fault arises the hardware will need to be returned to HSL for further testing at your cost.

Service Features

• Branded guides covering processes and procedure for access to SOC
• UK based Support Operations Centre (SOC)
• SOC is available 08.00am-17.30pm Monday to Friday (excluding UK public holidays).
• The SOC will answer all calls within 3 rings
• Emailed support requests will be acknowledged within 2 hours
• Support tickets issued with a priority level
• Software updates
• Dedicated 24/7 365 test service
• Ongoing refresher or new starter training
• Security checked engineers (Technical engineers who have access to Cloud)
• Warranty Cover (Optional)

Service Benefits

• Proactive support
• Effective resolution of queries, incidents, and problems
• Industry expertise
• Ticketed support
• Priority level set by the user as defined in SLA
• Clear escalation process
• Improves staff confidence

How the planning service works

Once an order has been received, the order will be passed to your dedicated account manager who will then complete the following: Clarify the use of the service the requirement and support with the buying organisation; Deployment options and timescales; Organisation Administration details; Individual user and device details; Training delivery (if applicable) Support Operations Centre process. Once the use of the service has been activated, basic onboarding emails, followed up with review meetings between owners, users and HSL account managers to discuss and understand the features of the service and increase usage and adoption within your organisation.

06

Quality assurance and performance testing

By incorporating performance procedures from the start of the project, we aim to prevent the emergence of performance issues to ensure the quality of the service meets our customers expectations. Our testing methodology focuses on speed, scalability and stability. At the beginning of the project, we develop a test plan showing tasks, activities, resources, durations and milestones. We conduct performance testing to health check the software, resilience, load, measure the speed of the network and stability to demonstrate that the software meets performance criteria.

Training

Training, should this be required, will be designed in line with your organisational requirements. Training can be conducted on site or remotely in a format that is most suitable. The course objectives will be agreed during the on boarding process to provide and ensure appropriate level skills, to enable the use of all the functions available on the software. This will consist of theory, discussion and practical real life setting. Useful user and support, client branded documentation can be provided to all users in electronic format

07

Ongoing Support

HSL Client Support Services has a Support Operations Centre (SOC) as a single point of contact for users for day-to-day activities who may experience issues, user difficulties or require a replacement. This service covers all of the services offered by HSL in this framework. This service provides the assurance that should your solution be out of operation or requires replacement, we ensure that this is for a minimum amount of time possible to ensure continuity of services. Our SOC manages any reported incidents, service disruptions, replacements and any service related tasks, ensuring clear communications for any planned changes or planned outage to the services. This is a series of services providing training, support and maintenance cover that can assist with day to day operational issues and/or supply a replacement for your solution should it become faulty or corrupted at any time during your agreement.

08 8

Pricing

Length of Service – 12 months minimum contract with 90 days advanced notice to cease. Termination can occur at any point after the completion of the initial service term. All that is required is 90 days' notice of termination of the service. Early termination of a service would incur the remaining balance of the service cost to be paid

Service	Cost per month/per Unit	Terms of Service
HSL Support Operations Centre (SOC User)	£60.00	12-month min contract