



G-Cloud 15

Support **Service Definition**



Support Services

SuiteCRM Ltd are the driving force behind SuiteCRM. When you choose our Support Services for your organisation, you have direct access to the team who create, maintain and develop the application.

Your involvement ensures the projects continued growth, helps shape our future direction and contributes back to the open source community. By adopting and supporting open source software, you help tackle economic inequality by supporting innovation and disruptive technologies to deliver lower cost and higher quality goods and services.

What's covered by your support package?

- Email, Phone or Video call support, directly with experienced engineers
- Dedicated web portal to manage your support cases
- Service Level Agreement and response time options to match your needs
- Complimentary 1 on 1 training on core functionality
- Purchase additional support hours and additional support portal users as required

Covering ALL of your organisations needs

Our engineers and consultants are on hand to help you steer and grow your SuiteCRM, from business consultancy to bespoke development, customisation and training for improved user experience and optimised processes.

Support Services cover the full range of individual services offered by SuiteCRM Ltd. They are the perfect accompaniment to the open source SuiteCRM application. They can optionally go hand in hand with our hosting services to offer a complete, end to end service to maintain, customise and develop SuiteCRM into your organisation. Clients who self host their own SuiteCRM instance will equally find our Support Services a valuable resource.

Support cases are at the core of our packages. Use your dedicated portal to manage your existing cases, review historic ones or contact our engineers. Prefer to speak on the phone? Would your issue be easier to explain in a video call? No problem, create a support case and one of our team will be in touch.

SuiteASSURED

Support Services are perfect for those using the open source SuiteCRM application. Clients looking for a more comprehensive assurance program may wish to consider SuiteASSURED.

SuiteASSURED is a fully supported, discrete build of SuiteCRM, often delivered alongside an initial project to customise the application, transfer data and integrate third party data sources. It was created to provide warranties, support and total ease of mind to enterprise-class customers and other large organisations engaging with open source software. SuiteASSURED is a separately maintained, tested and product-managed version of SuiteCRM, accompanied by a legal agreement that delivers indemnities, warranties, support and performance guarantees.

Support Services in Detail

New Installations and Setup Issues

While the initial installation is usually a straightforward process, achieving the optimal setup and configuration of SuiteCRM and its infrastructure can be a challenging task, even for experienced system administrators. Our engineers have performed thousands of installations for clients around the world. Thanks to our deep understanding of the software and its server and hosting requirements, we have the depth of knowledge and experience to guide you through your first steps with SuiteCRM.

Fully Managed Hosting

Our team of infrastructure engineers manage the application, platform, backups, and security allowing you to focus on your business. Hosted securely within our private cloud infrastructure in the United Kingdom, each fully managed instance is fine tuned for performance, reliability and monitored 24/7. Our experts are constantly evolving the platform to take advantage of the latest technical advances and security improvements. From our client's perspective, this happens seamlessly and automatically in the background. We respect that your CRM is the cornerstone of your business and treat it as if it were our own. There is no better place to host your business CRM.

Data Migrations

For most organisations, data is the foundation of almost everything else they do. Storing and accessing that information from a single resource, such as SuiteCRM, offers many advantages. When attempting to move data from one system to another, it's critical that the process is accurate and comprehensive. Small migrations of only a few hundred records are usually easy to achieve with the guidance of our support team. Organisations with larger datasets can benefit from our comprehensive migration services including a pre-migration data analysis service. If you are looking to migrate your data from an existing CRM, accounting package, custom software, or database then our team can help.

Troubleshooting and Bug-fixes

If you are experiencing issues or bugs in your SuiteCRM instance, our experienced software engineers are available to guide you through the troubleshooting and resolution process. We understand these issues can be disruptive to your organisation and will prioritise their resolution to keep your CRM in perfect health.

Change Requests and Process Optimisation

Integrating your business processes into a CRM can save time and increase efficiencies. From marketing and purchasing through to manufacturing and compliance, SuiteCRM is the perfect tool for the job. The CRM should make the process easier, faster and increase visibility. However, a poorly designed or implemented process will hinder adoption and can have a detrimental effect. Our team of business analysts and developers can work with you to integrate and optimise your existing processes or adapt those already in place to remove the user pain points, increasing value to your organisation. This can be as simple as the removal or addition of fields or functionality through to bespoke new modules that perfectly encompass your specific needs.

Third Party Integrations

The real efficiencies of a CRM come with the centralised view of your organisation. When your data is spread over several disconnected, individual software packages and data stores, it becomes difficult to view and process the information needed. SuiteCRM features a REST API which can be used when integrating with third party applications. Likewise, the open and flexible nature of the software means it's straightforward to integrate SuiteCRM with virtually any existing software on the market today. Some common integrations are already available on the SuiteCRM Store allowing you to readily integrate your business applications with your CRM. Where your needs are not covered by these, we have built countless bespoke integrations bringing together multiple enterprise applications, so they share information and data as one.

Consultancy

Our team of experienced and qualified business analysts and consultants can guide you through the CRM implementation, adoption, or adaption phases. By making use of their services, you don't need to be a CRM expert to implement a powerful, centralised communications and management platform to manage your organisations information. Our consultants will analyse your data and business practices and work with our developers to shape the information and processes into a design that meets your requirements.

Training Sessions

SuiteCRM Ltd have experienced trainers who can bring your staff and team up to speed on the CRM processes. Our 1 on 1 Core SuiteCRM training sessions are available as a complimentary service with all support packages. This is provided via email or video call where our trainers will demonstrate how to get the best from the core SuiteCRM features. Complimentary training is restricted to nominated portal users only. If you have lots of staff who would benefit from this training, then additional staff can be added to the support portal, at minimal cost, so they can benefit from this training resource. We also offer group training on core, non-core, custom and bespoke functionality as well as developer focused group training which can be paid for using your available support hours.

Styling UI / UX

One of the main benefits of SuiteCRM being open source, is the ease in which it can be customised by suitably experienced developers. Our in-house team of UI / UX experts and front-end developers can customise the CRM to ensure the user interface fits in with your company branding, colour scheme and design.

Upgrades

Running the latest version of SuiteCRM is important, not just to obtain the latest features and functionality but it often contains important security or stability

fixes. Upgrading your instance frequently is one of the fundamentals of maintaining a secure and stable CRM. Furthermore, most organisations have compliance requirements that deter the use of out-dated or unsupported software versions. On our hosting platform, upgrades are largely automated. This makes the upgrade process as smooth and trouble free as possible. For those who self-host, have complex integrations or have not upgraded recently, they may find upgrading challenging. Our team of engineers are experienced in resolving upgrade issues and can work with you to upgrade your CRM instance or carry out the upgrade on your behalf. We also offer a service to adapt your existing customisations to make them as upgrade compatible as possible.

Server Migrations

Keeping your hosting environment up to date is an equally important task that requires constant monitoring, updates, and testing. Our infrastructure specialists can migrate your existing SuiteCRM instance from one server to another with virtually no disruption to service. Whether you are moving from your own self-hosted instance of SuiteCRM to our fully managed hosting service, or you need move your self-hosted instance due to a platform or operating system upgrade, our engineers are here to help.

Security Audits

Security audits can take many forms, depending upon the specific situation. A security code audit will usually analyse your SuiteCRM instance to discover if any files or standard database records or structures have been changed from their original state, either accidentally, intentionally, or maliciously. Once this has been carried out, a report is prepared, highlighting areas of concern or those that require further investigation. If appropriate, a set of immediate remedial actions and estimates are also included. If you suspect or are aware that your instance of SuiteCRM has already been compromised, get in touch with our support team immediately who can assist with securing the instance, both in the immediate and long term.

Performance Audits

SuiteCRM performs well on most hosting platforms, with our default recommended settings and configuration. However, once your user base, complexity or data set grows you may find performance falls over time. Our engineers are experienced in understanding these bottlenecks and customising the underlying server and hosting configuration to get the highest performance from your available server resources. The first step when dealing with many performance issues is to

audit the existing configuration to understand if there are any easy, quick wins. Once these have been achieved, focus can then move to code and database customisation to suit your specific situation or the deployment of a high-performance scalable platform to host your CRM. Those who don't want to be burdened with the ongoing maintenance of platform optimisation may wish to consider a move to our managed hosting, where our engineers take care of this on your behalf.

Compliance

Every organisation that collects personal data must consider how they look after that data. A large part of this process is to understand and meet their compliance obligations. This job is made easier for clients who host on our fully managed hosting. Our compliance experts have already achieved a high level of compliance by utilising advanced monitoring along with regular internal and external auditing. Our hosting and organisation are compliant with most worldwide standards including GDPR and the DPA. If you have more stringent or complex compliance needs, we offer specialised hosting environments which can be customised to suit your requirements. Knowing that your hosting compliance needs are being met can be a huge burden alleviated for your organisation. For those who self-host and are unable to make the required changes, our support team can assist with recommendations, guidance, and customisation to achieve your goals.