



G-Cloud 15

Customer Journey: Bookings and Queues

www.zipporah.co.uk



ZIPPORAH

This document contains confidential information from Zipporah Limited. This information is protected by copyright. No part of this document may be reproduced by any process, electronic or otherwise, without the specific written permission of Zipporah Ltd.

Copyright © Zipporah 2020 – All rights reserved

Contents

<u>1.0</u>	<u>Service Overview</u>
<u>2.0</u>	Service Management
<u>2.1</u>	Service Term
<u>2.2</u>	Ordering & Invoicing
<u>2.3</u>	Account & Project Management
<u>2.4</u>	Implementation Methodology
<u>2.5</u>	Resources
<u>2.6</u>	Training
<u>2.7</u>	Quality
<u>2.8</u>	Availability Guarantee
<u>2.9</u>	Backup & Disaster Recovery
<u>2.10</u>	Technical Support
<u>3.0</u>	Further Information
<u>3.1</u>	Pricing
<u>3.2</u>	Trial Service
<u>4.0</u>	About Zipporah

1.0 Service Overview

Hybrid management of booking and queues provides comprehensive flow management at customer service centres. Manage customers/guests with or without appointments, from first-contact to service delivery. Empower staff to optimise and control high-volume traffic via use of intelligent, intuitive interfaces. Improve queuing efficiency, operational performance and waiting times.

Service features

1. Ability to remotely call customers to service desks
2. Dashboard facility for managers to gauge live overview of services
3. Managers can report on & plan for staffing needs
4. Reporting tools and graphical displays to aid reviews
5. Provide media content to inform and entertain during wait
6. Manage customers through different queues & strategically control customer flow
7. Enquiry based re-routing for relevant contact referral
8. All options can be configured and managed remotely
9. Browser based technology available 24/7/365
10. Effective management of visitors - No queues for prebooked appointments

Service benefits

1. Enhances guest experience resulting in happier customers
2. Cater for busy periods, manage arranged and un-arranged appointments
3. Vast amounts of information gathered and presented clearly
4. Provide constant and relevant information to customers on waiting times
5. Reduced queues and build up of enquiries, boosting happiness
6. Serve more customers
7. Reduce complaints and customer discontentment
8. Reduce operational costs
9. Improve customer journey and improve ways of working
10. Support floor walkers and record outcomes for planning

2.0 Service Management

2.1. Service Term

The Services shall be provided to the Customer by Zipporah from the date when Zipporah advise the Customer that the Services are ready until such time as the Services are terminated as set out in this Agreement. The Customer shall subscribe for a minimum period of 12 months. The initial term is a maximum of 4 years followed by one or more extensions of 12 months, up to a maximum of 6 years in total.

2.2. Ordering & Invoicing

Customers are advised to contact Zipporah in advance of placing any order via the G-Cloud. Zipporah will charge you the fees stated in your order. Your billing cycle will be invoiced annually in advance, beginning on the date that Zipporah first makes the Services available to you.

2.3. Account & Project Management

We have a dedicated Business Development team that assist the directors of the Zipporah with activities. This ensures that potential clients are provided with the necessary information about the product and the services we provide ranging from specific application functions to detailed technical information. Where necessary any queries would be passed to a director of the company.

An Account Manager will be appointed to work with the client and be responsible for any post sales queries and activities. This will include any contractual issues and attendance at the initial project meeting.

A Project Manager from Zipporah will be responsible for working with the client to establish the implementation plan and timescales. We will provide business and technical analysts who will attend the client site and confirm client requirements from the various service areas involved in the project. The Technical Architect and Technical Director will be responsible for ensuring the development team know exactly what needs to be delivered and to that the team understand the exact requirements.

A Project Manager from Zipporah will be responsible for working with the client to establish the implementation plan and timescales. This role will include agreeing key stages of the project and dates for testing, training and implementation. The Zipporah project Manager will co-ordinate all testing correspondence from the client and ensure that the testing process and any fixes are dealt with in a controlled environment.

2.4. Implementation Methodology

Zipporah has qualified PRINCE 2 employees and deliver projects working to a PRINCE 2 approach. This is to say that we aim to work with a dedicated project team from the client side with individuals who can confirm the client requirements and make decisions speaking for the relevant service.

We approach a project by splitting it into manageable phases where requirements can be captured and deliverables confirmed and planned. This helps the teams make the relevant resources available for testing and reviewing certain functions of the system.

Zipporah will provide a central contact who will be responsible for coordinating the project for Zipporah and also communicating with the nominated officer from the client's project team.

In our experience of implementing systems we have found that the most successful projects are where we have been able to meet with the assigned project team and discuss their requirements as well as working from a documented specification of requirements. We have found that a meeting to discuss ways in which we can introduce functionality and share our experiences from other implementations is the best approach.

Zipporah's onboarding package is aimed to ensure that your system is set up and ready to go and that your teams are confident and capable of fully understanding the system and of administering it once it is operational. Zipporah will onboard your team by phasing the implementation, led by an experienced Zipporah project manager. Our aim is to transfer knowledge and skills to your team. As part of our structured and phased approach to skills transfer sessions, we find that our customers benefit most by have shorter training sessions. Initially Zipporah will demonstrate how to set up and configure the system and then arrange for further sessions, onsite or online, where your team does the hand on set up, using our Delivery Specialists and Trainers for QA.

All comments will be documented and prioritised and version control on all documents maintained.

It is our experience that we advise to stage the implementation of the system across the various teams. We are happy to work with the customer to put together a project plan that fits with their resources and availability of the resources. In our experience we are able to implement a successful solution within 6 - 8 weeks and we have implemented some systems within a shorter timescale. This will depend on the available resources within the customer's service areas. However we are confident that we can achieve the customer's timescales.

2.5. Resources

Zipporah's expectations of the contracting client in terms of resource implementation:

Providing Zipporah with clear information from which specifications can be drawn

Providing Zipporah with sufficient examples from which test scenarios can be drawn.

Agreeing and signing off the specification of the system build.

Agreeing and signing off specifications of integrations.

Undertaking any work required at client location for the integrations

Preparing the technical access levels

Ensuring availability of test environments for integrations.

Ensuring availability of resources to work with Zipporah on returning responses to any queries raised.

Completing any documentation required by Zipporah in order to complete specifications.

Acting as liaison with any third party suppliers to the client with whom Zipporah may be required to work.

Identifying any potential resource issues which may delay delivery of project.

Testing and sign off of integrations

Testing and sign off of solution implemented.

Additional configurations and training in preparation for go live for other client staff.

Preparing processes for working with the new system and the process changes this may bring.

Provide a core client team

2.6. Training

Zipporah provide end user training and system administrator training. As part of the onboarding service we provide, we have found that our customers benefit most by have shorter training sessions where we demonstrate how to set up and configure the system and then arrange for further sessions where the customer does the hand on set up. This means that both parties are clear that the skills and knowledge transfer has been successful and the customer feels confident that they can use the system correctly.

We have scenarios and user guides where users have ample opportunity to use the system as they would back at their desks. We ensure that staff are confident that they know how to utilise the functionality and are happy to do this ongoing.

Zipporah has a variety of training and support documentation available that we will provide to the council either in hard copy or in an electronic format.

We have user guides, set up and configuration manuals as well as FAQs and how to guides that will provide the council with all the relevant information you need to run the solution. In addition, Zipporah are continuing to build a video collection which is explicitly to guide our clients on using certain elements of the system.

We are usually asked to take a 'train the trainer' approach but are happy to train as many end users as the authority requires. Any training session(s) will cover the necessary modules taken on by the client. Length of training may vary dependent on the service area being trained.

2.7. Quality

At Zipporah we're committed to achieving the highest standards of quality and excellence. The certifications and accreditations we have attained are a reflection of our ongoing efforts and where relevant we aim to be one of the earliest adopters of new Government / ISO standards.

Zipporah is an ISO9001:2015 accredited company and were the first IT software company in Wales to be accredited this standard. Having this accreditation ensures we have an efficient quality management process in place and provides continuous assessment and improvement across the organisation.

Our ISO9001 procedures cover all of our business functions tracing everything from product development to customer satisfaction. Zipporah are audited on an annual basis by a regulated external body.

2.8. Availability Guarantee

Zipporah will ensure we meet the requirements identified and will report any deviances from the established requirements to the customer immediately. Zipporah will always provide advanced notice of any planned downtime that would be needed and ensure that as much as possible this is operated at low usage times to limit disruption.

Our data centre offers 99.95% Uptime Guarantee for our network and Data Centre services. Data Centre is Tier 3 type.

As a company that provides an online service, we strive for 100% uptime. There may be occasions where we need to take the application offline for support or maintenance purposes, but we would provide at least a weeks' notice of these periods and would work with the client to ensure that these periods were scheduled for a time where there would be minimal impact to the client and its customers.

2.9. Backup and Disaster Recovery

Our data centres standard for Backups is to take full daily, full weekly and then full monthly backups and store it according to agreed terms with the client. However this policy is flexible and can be changed to meet the precise customer requirement.

2.10. Technical Support

Following implementation we provide a full support desk that will deal with any questions and provide assistance to ensure a smooth introduction to the running of the new system.

Our technical support desk operates between 09:00 and 17:00 Monday to Friday (excluding UK Bank Holidays)

Zipporah will investigate problems reported by the Customer and resolve those problems where the Services fail to conform in all material aspects to functional specifications defined by Zipporah in the Services Schedule.

Problems resulting from the Customer's misuse, alteration or combination of the Services with any hardware or software not identified as compatible by Zipporah, shall be deemed to lie outside the terms of the support contract.

Zipporah's responses to support requests will fall into four categories dependent on the severity of the problem reported.

Priority	SLA	Definition
Critical	Respond in 30 mins, resolve 8hrs	System is down, inability to make a booking, any payment issues, all users unable to log in
High	Respond in 1hr, resolve 1-3 business days	Any critical issues which have a workaround. Functionality is not working as expected and is preventing some key activity being performed
Medium	Respond in 4 business hours, resolve in 3 - 5 business days	Some functionality is not working as expected but does not prevent key activity being performed
Low	Respond in 8 business hours, resolve in 7 - 10 business days	Minor cosmetic or configuration issues, no interruption to day to day system functionality

3.0 Further Information

3.1. Pricing

See pricing doc on G-Cloud product listing page

3.2. Trial Service

Not available

4.0 About Zipporah

Zipporah Ltd is an established and leading supplier of online solutions to both public and private sector organisations. Our products include resources management booking and scheduling systems as standalone modules and as broad, corporate solutions. All Zipporah products are designed to streamline processes, reduce costs, improve profits and optimise service management, facilitating faster, more effective and efficient approach to business operations.

The flexible core of our products allows for bespoke configuration. Since operations began in 2003, Zipporah has successfully implemented its solution into 100 local authorities, and abroad, in countries as far as Australia and New Zealand. The solutions range from single module systems to corporate booking applications.

Our solutions serve millions of people every day, and as such the company has enjoyed notable success over the years - winning a multitude of awards for products, business success and individuals within the organisation.

For further Information:

Call – 02921 202042

Email – gcloud@zipporah.co.uk

Visit – www.zipporah.co.uk