



## **EXTERNAL SUPPORT PROCEDURE**

### **INTRODUCTION**

Due to the complex nature of the iAdapt software suite, and the vast number of users at each site, it is necessary to place the following procedure on record in order to ensure that professional support is delivered to the customers and also that all queries are handled quickly and competently. iAdapt will therefore in future only deal with those queries received from the designated contacts as forwarded by the respective clients.

As per our current Maintenance and Support Agreement (as published on our web site and which should have been signed by the client), Clause 7, the client should have designated both a "System Administrator" and an "iAdapt Support Specialist". It is therefore the client's responsibility to forward these names to iAdapt (Denise Bredenkamp) in order to ensure that their queries are dealt with at their earliest convenience.

In response to client and technical requests iAdapt will, in the near future, program access for each "designated" contact as detailed in the agreement, access to log their own support calls directly onto our web page.

**Support Email Address:** [support@iadapt.co.za](mailto:support@iadapt.co.za)

### **SUPPORT COVERED UNDER MAINTENANCE CONTRACT**

Please be aware that only the following are covered under the maintenance contract, all other queries/support will be billable and require an approved purchase order prior to commencement of the change/customisation/adaptation:

#### **Extracts from the published iAdapt Maintenance and Support Agreement**

"Support

Support as contemplated hereunder shall be for those modules and/or products which are detailed on the attached schedule (Schedule "B") and for which maintenance and support is charged and payment received. Any modules and/or products for which maintenance and support is not charged shall not receive support."

#### **9 Support Services**

The Support Services generally include resolution of Software malfunction(s), support via electronic mail ("E-mail") and telephone for the software malfunction(s), and updates of the Software.

iAdapt will provide assistance in identifying, confirming and providing a "workaround" for suspected Software Malfunction(s) in the standard, unmodified code of the Software. iAdapt may require documentation of the Software Malfunction, test data, and copies of the programs being used before confirming and resolving Software Malfunction(s). E-mail is the preferred means of communication of support requests, and iAdapt will respond to E-mail requests for support within 4 (four) working hours of receipt or any other means permitted by the client and agreed to by iAdapt.

## 12 Non-Supported Matters

iAdapt will not provide Support, Maintenance and Upgrade Services for the following unless such services are otherwise agreed to:

- 12.1 Principles, theory, or practice;
- 12.2 Altered or modified Software;
- 12.3 Consulting services, including installation, implementation, customisation/modification, applications design or recommendation, recovery of lost data, or any Licensee purchase recommendations;
- 12.4 Training in the use of the Software (Training services may be contracted through iAdapt at the then-current fees);
- 12.5 Software Problems resulting from hardware malfunction;
- 12.6 Corrupted data not caused by Software;
- 12.7 Software Problems created by Licensee's negligence or fault;
- 12.8 Software used on a computer system other than the Server, or as otherwise authorised by iAdapt;
- 12.9 An Instance of Software used on the Designated or other Computer other than the Instance licensed hereunder, or as otherwise authorised by iAdapt ; or
- 12.10 Software not licensed by iAdapt.
- 12.11. An advisory and explanatory service to users of the software which includes "How to" support of the Software
- 12.12 Project management;
- 12.13 Database Administration and system administration

Support services will be charged at the then current list price for the service rendered.

## **INCOMING EMAIL SUPPORT CALLS**

Once an incoming email is received at the [support@iadapt.co.za](mailto:support@iadapt.co.za) then the following procedure is to take place.

1. Enter the company details onto the call logging system.
2. Request details of the query to determine the caller's needs, should the email be vague. Record the details of the query on the call logging system.
3. The email must then be forwarded to the relevant support consultant.
4. The relevant support consultant must then contact the customer, either by email or telephonically, within 2 hours of the recorded query to state that we are working on resolving the problem.

## **INCOMING TELEPHONIC SUPPORT CALLS**

Once an incoming call is received then the following procedure is to take place.

1. Enter the company details onto the call logging system.
2. Record the details of the query on the call logging system.
3. Query must then be forwarded to the relevant support consultant.
4. The relevant support consultant must then contact the customer, either by email or telephonically, within 2 hours of the recorded query to state that we are working on resolving the problem.
5. The support consultant must manage the entire process until resolution and revert back to the customer on an ongoing basis (always updating the CRM module).
6. All queries must be resolved as soon as possible.