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Automation Service Support Guide

Last Update: September 2019

1.   Service Support

1.1. Service Support Guide - Summary

This document defines the support levels and procedures that will be applied by GForces in respect of the NetDirector product suite ("Software"). "Service Support" means the support to be provided for the Software as set out in this document.

The document describes the actions that will take place whenever support is required, or an issue/fault is reported with Software. It also defines the procedure for alerting GForces to a fault as well as outlining GForces' process for responding, its incident management policy and service level agreements.

1.2.   Excluded or Chargeable Services

The Service Support procedures do not include any of the following, which GForces may, at its sole discretion, provide to the Customer on request in accordance with GForces' current rates for chargeable services.

- Resolution of any fault or error resulting from:
    - any modifications to the Software or Services by any person other than GForces or a person authorised by GForces; or
    - unauthorised use of the Software, operator error, or otherwise from the omission or unauthorised acts of the Customer in connection with the Services.
- Infrastructure and/or hardware set-up and configuration queries, including the use of unsupported Internet browsers and operating systems. Supported Internet browsers and operating systems can be viewed on the GForces web site - https://www.gforces.co.uk/browser-and-device-policy/.
- Any fault in or unavailability of any third-party software or systems other than to the extent that such third-party software is the subject of support services provided by GForces (as set out in 1.2 below).
- Development, non-standard configurations, and bespoke changes made to the Customer's instance of the software.
- Any services provided or work carried out by GForces outside of the Hours of Coverage set out in section 2.2 below.

1.3. Supported third party services

GForces shall only offer support in relation to third party services which are purchased direct from GForces. ("Resold Services", as defined in GForces' agreement with the Customer) . If the Customer's contract with GForces includes any of those Resold Services, GForces shall use reasonable endeavours to resolve any issues that arise.

Except where expressly stated, the Service Level Agreements set out in this Service Support Guide do not apply to Resold Services.   The time to resolve any issues with Resold Services will always be subject to the supplier's own response times and actions. Likewise, the availability of Resold Services is dependent on the ability of the third party supplier to give continuity of service.

1.4. Customer Obligations

In order to receive Service Support, the Customer shall:

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- Log a support call or support ticket in accordance with the procedures in this document.
- Provide reasonable assistance to GForces during any investigation.
- Keep GForces updated with any changes within its business that may affect the provision of the Service Support, including changes to operating procedures and practices, marketing campaigns, personnel changes, changes in hardware and/or networks which are not provided by GForces.

Before contacting GForces, the following steps should be followed by the Authorised User experiencing an issue:

- A different browser should be tried. Some issues are specific to certain browsers. Trying a different browser may result in a temporary workaround or narrow the cause of the issue.
- Contact the Customer's primary internal contact for GForces. Each Customer should have an assigned primary contact to assist with all website and content training and support. That contact may already know of a resolution.

The Customer must accept operating system updates, patches or meet updated technical standard requirements from time to time in order to continue to receive the Service Support. Non-acceptance of these requirements may result in termination of the provision of Service Support.

2. Service Support Procedures

2.1. Service Support Engagement

When requesting the provision of Service Support, the Customer shall log a support request in accordance with these procedures;

- All support requests must be opened with GForces through any of the user interfaces listed below. GForces shall not be liable whatsoever for any failure to meet any applicable service levels in the event that requests for Service Support are submitted through any other medium or in any other manner.
- Support calls can be placed to the support services help desk:
    - by e-mail: support@gforces.co.uk;
    - or phone 0844 264 54 64.
- Where remote diagnosis and fault correction is considered by GForces to be required in order for GForces to fulfil its obligations, then GForces shall obtain the Customer's consent to access the Customer's computing systems in advance of providing such diagnosis or correction.
- Support will be provided in English only.

The following Service Level Agreements apply to correctly logged support requests:

Response	Confirmation of Time to Resolve	Release and Implementation
2 Hours (if request received within Hours of Coverage)	Dependent on nature of request & resolution plan	Dependent on release date and implementation plan

The above Service Level Agreement also applies to Resold Services (although the 2 hour response time relates only to a response by GForces, and not a response by the third party provider of the Resold Service).

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Service Levels are measured from the time at which the Client has provided all information reasonably required.

Support Request Type classification may vary from the time it is initially logged to reflect changes in circumstances. The classification and reclassification level of all cases shall be at the discretion of GForces.

2.2. Hours of Coverage

GForces' Service Support for support requests is available during the following hours (excluding public and bank holidays in the United Kingdom).

Day	Coverage – GForces Support
Monday to Friday	07:00 to 19:00 (GMT)
Saturday	07:00 to 15.30 (GMT)
Sunday	Closed

Service Support will be provided in English only.

2.3. Service Support Request Types

Upon receipt of a Service Support request, GForces shall classify the request type and process the request accordingly. Details regarding each request type is broken down below.

2.3.2.   Bug Fix (Not Chargeable)
Service interruptions or Software errors where an element of the site or Software is not performing as intended and is preventing the service or platform from functioning as it was designed to, or where system errors have caused (or are likely to cause) a service interruption.

2.3.1.   Request (Chargeable)
This covers any request for work to make functional or visual changes to a NetDirector product. This includes, but is not limited to graphics for offers, implementation of functionality already available within the Software, layout changes, addition of new sections, feed import/exports and the creation or coordination of campaigns.

2.3.3.   Feature Request (Chargeable at GForces Discretion)
A Feature Request should be raised when the required functionality is not already available within the Software.

3.   Incident Management

3.1 Incident Response

Incident management relates to a technical problem within a NetDirector product or service that is impacting one or more users or workflows, resulting in a system not behaving as it was originally intended.

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For incidents that impact functionality within a product or service, but where availability is not impacted, the following Service Level Agreements apply:

Response	Confirmation of Time to Resolve	Release and Implementation
2 Hours	Dependent on nature of defect & resolution plan	Dependent on release date and implementation plan

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