iScape Support Overview

Contacting Support:

Email:

The preferred way for you to log a support call with iScape is via an email to support@iscape.com.au. An email sent to this address is automatically logged into our ticketing system and will be addressed as soon as possible. **(See Attachment 1: "iScape Ticket Management Overview" for more details)**

The advantages to you are:
- You never get a busy signal.
- The service request is "on record" so there is less chance of a request "going missing" or being misinterpreted.
- Your request will always get to the right person.
- You will get automatic feedback by email when your request has been received and again as your request is processed by Services Engineers.

Please DO:
- Give your email a meaningful subject that gives us an idea of the problem
- Include a full description of the issue in the body of the email.
- Attach any relevant documents to the email.
- Give an idea of the priority level of the issue so that we can prioritize accordingly *(See Attachment 2: "Response Time Goals" for guidelines to setting priority levels)*

Please DON'T:
- Send an urgent email to an individual email address because that individual may be on holidays, sick, out of the office, etc and your message may not be dealt with.

Phone:

In the event that you cannot send your request by email, please ring iScape on **07 4977 5800**.
This number will be answered during normal business hours which are from 8am to 5pm, Monday – Friday, excluding public holidays.

If your call is not answered, please leave a voicemail message. This message will be forwarded to all account managers and we will do our best to assist you as soon as possible.

If your support call is requested outside of business hours and is unanswered, please leave a message with your name, business name, details of your support request and best contact information.

** Please note that penalty rates may apply for service outside of normal business hours!
(See Attachment 3: "iScape Charge-Out Rates" for details)

Please DO:
- Leave your name, business name and contact details
- Include a full description of the issue
- Give an idea of the urgency of the issue so that we can prioritize accordingly.

Microsoft Partner
Silver Application Development
Silver Midmarket Solution Provider

iScape Pty Ltd
8 Evans Avenue
PO Box 3529
North Mackay Q 4740

p: 07 4977 5800

e: enquiry@iscape.com.au
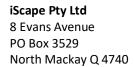w: http://www.iscape.com.au/

1

Version 1.1

Attachment 1:

iScape Ticket Management Overview:

In order to provide a prompt, reliable service to all of our clients, iScape uses a "Ticket Management System" to keep track of all issues and requests.

- A unique ticket number (in the format of "Service Ticket #####") is assigned to all customer requests.
- All Tickets are assigned a severity level, and are placed in a queue to be processed by the next available Support Engineer. This allows Scape to prioritize and track all issues through to resolution.
- Once assigned to a ticket, an iScape Support Engineer will take ownership of your case and see it through to successful resolution.
- The Support Engineer will contact you, the customer, to gather any additional information needed, and will investigate to determine the proper course of action. This may require the engineer to re-create the issue, work with other 3rd party vendors, and work with the customer on their configuration of the software, hardware etc.
- Requests for support (Support Tickets) remain open until the request has been resolved.

Microsoft Partner
Silver Application Development
Silver Midmarket Solution Provider

iScape Pty Ltd
8 Evans Avenue
PO Box 3529
North Mackay Q 4740

p: 07 4977 5800

e: enquiry@iscape.com.au
w: http://www.iscape.com.au/

2

Version 1.1

Attachment 2:

Response Time Goals

Severity	Description	Response
Level 1	**Critical Business Impact:** The customer's primary business service, major application or mission critical system has stopped or so severely impacted that the business cannot reasonably continue work. For Severity Level 1 problems, iScape will begin work on the problem within one hour of notification and handle as its highest priority until the customer is given a fix or workaround. Customer resources must be made available in Severity Level 1 situations and reasonably cooperate with iScape to resolve the issue. *Severity Level 1 problems could have the following characteristics:* • *System/Server hang or crash situations* • *Critical functionality not available to whole business* • *Critical Line of Business application ie MYOBEXO, Jim2, Exchange, Internet* Severity Level 1 issues must be reported via telephone.	**Within 1 Hour**
Level 2	**Medium Business Impact:** Many users or a select Business unit has stopped working or severely impacted enough so that the section of business cannot reasonably continue to work. *Severity Level 2 problems could have the following characteristics:* • *Impact on a Business unit or group of users cannot operate.* • *A Workaround may not be available.* Severity Level 2 issues may be reported via telephone or email	**Within 4 Hours**
Level 3	**Low Business Impact:** One user can't work, or work is severely impaired. *Severity Level 3 problems could have the following characteristics:* • *Single user, workstation, printer or phone (unless it's the CEO)* • *A Workaround would be available* Severity Level 3 issues may be reported via telephone or email	**Within 1-2 Business Days**
Level 4	**Low Business Impact:** Minor problem or question that does not affect the business operations directly, documentation, general questions, or enhancement requests. There is no impact to product usage or customer's operations. *Severity Level 4 problems could have the following characteristics:* • *General requests for advice on product usage* • *Clarification on product documentation or release notes* • *Product requests*	**Within 3-5 Business Days**

Microsoft Partner
Silver Application Development
Silver Midmarket Solution Provider

iScape Pty Ltd
8 Evans Avenue
PO Box 3529
North Mackay Q 4740

p: 07 4977 5800

e: enquiry@iscape.com.au
w: http://www.iscape.com.au/

3

Version 1.1

Attachment 3:

iScape Charge-out Rates:

Engineer Day rates:

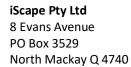| Description	Hourly Rate
Junior Engineer	$95
Engineer	$125
Senior Engineer	$155
After Hours rate:	1.5 x normal rate
Emergency Rate:	2 normal rate, Minimum of 2hrs

Notes:
All rates above exclude GST, Hardware parts, Third party data recovery or repair charges if applicable.

Definition of "Emergency Work"

For the purposes of this policy, "Emergency Work" must meet the following key criteria
1. The work needs to be performed at short notice.
2. Work must be completed in as short a time-frame as possible.
3. The client has agreed to pay "penalty rates" of double the normal hourly rate including travel to and from the job with a minimum charge of two hours (at double time), in order to achieve requirements 1 and 2 above.

Microsoft Partner
Silver Application Development
Silver Midmarket Solution Provider

iScape Pty Ltd
8 Evans Avenue
PO Box 3529
North Mackay Q 4740

p: 07 4977 5800

e: enquiry@iscape.com.au
w: http://www.iscape.com.au/

4

Version 1.1