



Automotive Support Handbook v1.3

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Automotive Support Services Handbook

This guide is designed to help you understand your support service. It does not change any contractual terms which remain unaltered.

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Automotive Support FAQ's

I need help with my software, what do I do?

There are multiple ways that Support can be provided. The Knowledge Base on our [Customer Portal](#), Release Notes and Product Guides, Process and Policy Guides, Training and Consultancy. In addition those customers with a subscription to support may request help from the Support Department.

What help does my support and maintenance cover?

Dependant on the software version please also see the [Version Categories](#) section.

- Investigation of issues where the provisioned Software is not compliant with the intended usage or provided documentation
- Provision of advice, guidance and workarounds for situations in above
- Provision of Supported Software corrections as and when available based on our [Version Categories](#)
- Investigation of error messages produced during normal operation of the Supported Software
- Provision of release notes for new versions of the Supported Software
- Provision of the latest Version of the Supported Software on request to Customers entitled to receive the latest Versions
- Assistance with problems and queries processing data where Supported Software is not compliant with the provided documentation
- Assistance with simple queries regarding specific Supported Software operation or functionality
- Implementation of Software Changes to entitled Customers

Are there any exclusions to the above?

Dependant on the software version please also see the [Version Categories](#) section.

- Investigation into any issues not arising exclusively from the normal use of the Supported Software in accordance with intended usage of the Supported Software and the provided documentation and / or functionality for which the Customer has not taken training
- House-keeping functions
- Calls not raised into Software Support Department in a timely and appropriate manner as indicated on the relevant KCS web site
- Incidents not raised in regards to the current live environment of the software and one designated test system
- Support outside of the entitled support hours of the office location; for further information visit the KCS website
- Provision of any Supported Software corrections for products on the supported software highlighted in the KCS [Version Categories](#)
- Investigation of any issues where the Customer has not applied a correction or update previously supplied by KCS
- Investigation of any performance concerns where a user is attempting to exceed more than two Sessions for any user
- Any defects or errors resulting from any modifications to the system setup made by any person other than KCS
- Any fault in any Third Party Software / Database
- Investigation or work carried out at your request but which we find, in our reasonable opinion, is not necessary because there is no defect or error with or in the Managed Service
- Work undertaken as a result of your failure to meet your obligations under the Contract
- Requests for full infrastructure and system (physical or virtual) security audits by a third party appointed by you.

If I need help with an excluded item, how do I get it?

It is not possible to describe every scenario here but typically such help will fall into three areas: Training, Consultancy or Development. Training or Consultancy are still logged into the Call logging system and in

order to quickly and correctly allocate them it is helpful if you annotate in the description which of these services you require. For Development, please refer to our [Change Request Process and SLO](#) section.

What is a simple query?

This is a request for assistance about a single piece of functionality in the Software which can be answered at Vetting stage without any need for triage, further analysis and replication and is able to be resolved typically within a 15 minute period.

What is Cherwell?

Cherwell is the chosen call management system used by many parts of KCS. It is used to log Support Calls and Service Requests, it may also be used to record request for help from Consulting Services and / or request for development work and in some cases requests for quotations from our licencing team. All of the cases look similar so it is important to see which group a case has been allocated to if you wish to understand who will be helping you with you case. The [Customer Advice](#) line can help you with all queries but for activities performed by teams other than support they will need to liaise with that other service provider.

Where do you provide support from?

Automotive Support is provided from a number of locations globally (UK, Ireland, Netherlands, South Africa and the USA). In addition to the support analyst, the [Customer Advice](#) line operates from Hungerford UK and Johannesburg SA. Any international routing is on our network and you will only incur the call charges for the number you call.

What is an Incident?

Incident is the term for any problem, query or request reported to Support that is recorded on the KCS Support System. There are two types of Incidents that can you can log with KCS

- Incident – a problem or fault, for example a crash or failure with your software
- Service Request – a request for service for example how to, training or upgrades to the current release.

When would I log a Support Service Request?

When planning an upgrade or you would like any assistance in training or 'how to' Support. This is treated differently to an incident. When raising a Service Request you need to put a requested date for requests which should be at least one week in the future except for emergencies and ideally two weeks so KCS can plan resources accordingly to aim to meet your requirements.

How do I request access to the Customer Portal for Logging Incidents?

If you require new users to be set up or are requesting access to raise incidents for the 1st time, KCS require you to complete the Incident Access Request form (found in the [Customer Portal](#)) on Company Letter Headed paper and then send it to the [Customer Advice](#) Line via email (CustomerAdvice@kerridgecs.com) where your request will be actioned.

What is the pre-requisite for access to the Customer Portal?

All nominated users who will be responsible for raising Incidents and Service Requests on behalf of a company must confirm they have received all product relevant training in the last 12 months from KCS for all areas of the system that they will be logging calls for and confirm they are fully proficient in normal daily operation of the software. If Support deem further training is required further down the line we will resolve any Incidents you have in that area and then make a recommendation for training to your Account Manager. Until training has been booked and sign off provided, your access to support will be limited

I haven't had any product training- what happens next?

KCS will provide temporary access for 6 weeks until such a time that the training has been booked and we have been notified by yourself as this having been completed successfully.

Can I nominate a 3rd party to place calls on my behalf?

Yes, KCS will accept calls from 3rd parties on your behalf. To arrange for this you must fill in the Incident Access Request form available on the Customer Portal and arrange for any eLearning training to be arranged via your Account Manager. In doing so you certify that you will ensure that the third party honours all obligations made in our agreements. You certify that instructions from the third party can be regarded by KCS in exactly the same manner as incidents reported directly by yourself. Where a request is made for activity that is chargeable you certify that any costs agreed to by the third party will be due and payable by yourselves as if you had commissioned the chargeable work yourselves

How to log a Support incident or Service Request with KCS?

The most effective way of logging an Incident with KCS is via your Customer Portal, where you can assign your priority. To receive prompt attention please ensure we have as much information as possible to swiftly diagnose and resolve your issue. If we do not receive all the detail, our vetting team may return your issue back to you via the Portal to address this before we can work on it or the case may take longer to resolve as we need to ask you questions.

You may call us to log your incident via the published telephone number for your support location, or email support@kerridgecs.com providing the same detail as above.

Please note that the SLA on incidents raised by email will only start once the incident has been reviewed and prioritised.

How do I have changes made to my data?

We strongly believe that the data and configuration loaded onto any customer system should always be regarded by Kerridge Commercial Systems as customer data and as such, believe that the majority of our customers expect and require us to protect that configuration/data.

We have a strict policy of not making changes to customer data and/or configuration via the support team other than in certain clear situations. Please see our Protection of Customer Data Policy on the [Customer Portal](#).

How do I log a Consulting or Development Incident?

For Consulting, please email our Professional Services Team at PSGAutomotive@mamssoft.co.uk.

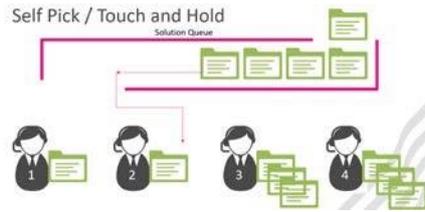
For Development requests, please see the [Change Request Process and SLO](#) section of this handbook.

What happens once my “Support” Incident is raised?

An automated email will be sent to you to confirm that the Incident has been created and will contain your Incident reference number (this should be used in all further communication with us). Once we have received your Incident or Service Request, we will check the call for the correct priority and quality before assigning to the relevant team or analyst who can assist further.

After this the case will wait for an analyst to have enough capacity. We operate a “Self Pick” methodology where our global teams pick from the open queue, in age order, rather than immediately allocating cases upon arrival. This is acknowledged as the best way to deliver the fastest time to resolution.





How long will it be before my issue is allocated to a support analyst?

This will depend on workload at any given time and the Priority of your incident when raised. P1 Critical Incidents are allocated upon receipt. P2 High incidents are typically allocated same working day or early the next working day. Lower priority incidents P3 Medium and P4 Low will fluctuate.

What is the difference between an Incident and a Problem and why did you close my Incident?

An incident is always treated first and a relief for the incident is the priority to get you up and working again – we call that the Incident Call. We want to relieve the pain of that incident. After we have provided relief we may want to look at the underlying cause of the incident and make a permanent fix so it does not happen again or want to at least better understand the reasons for the incident, we call that a **Problem** and allocate it a separate logging number. The Problem might take longer to resolve and we might wish to deal with other Incidents so that we can offer relief as fast as possible, before turning attention to a Problem call.

Why has my Incident priority been lowered?

We expect all customers to be aware of the Priority definitions and impacts before raising their Incident, these can be found with your contract or our recently updated Definitions and SLO Found below. If the appropriate priority is not set we will ALWAYS call you to confirm, followed up by a journal entry in the Customer Portal and email. If you disagree with our assessment of your Priority then you will need to further explain the business impact to our team who will reassess accordingly.

If your incident is lacking detail then it will be returned to you for further action!

If a bug is found – what will happen?

Please refer to the [Version Categories](#) and [Service Level Objectives for Software Support Service's \(SLO's\)](#) for guidance on what type of issues are covered for versions of software.

If eligible and you are unable to carry out a task and have completed as much troubleshooting as possible using our Knowledge Base and documentation on the [Portal](#), please complete as much detail as possible and attach any steps taken. Our Analysts will carry out troubleshooting and attempt to replicate your issue on the latest versions of our Software. If we can successfully replicate this in our latest iteration of the software we will raise an ISSUE with our Development team and provide you with the reference number.

We publish the iteration release notes on our [Customer Portal](#). Depending on the Version of software and priority of the incident reported, this fix will be applied to either the latest iteration or your current version in accordance with our [Version Categories](#) and [Service Level Objectives for Software Support Service's \(SLO's\)](#).

I've been told the software is Working as Designed – what does it mean and what can I do?

If we have completed our analysis of your issue and deemed it working as designed we have validated our code against the original design and it is performing as it should. We will always inform you and explain our rationale as to why. If this is acceptable and we have provided satisfactory resolution then the Incident will be closed. If you disagree with our assessment and it fails to meet legislation then we are happy to discuss. If the output doesn't meet a specific requirement for your business then please refer to our Working as Designed Policy guideline found on the [Customer Portal](#) and engage with your Account Manager to arrange a quote for this specific requirement to be investigated.

We use KCS Software on our own premises using our own platforms- how will you help?

We do understand that from time to time our customers chose to use their own platform configurations however these may differ from what we recommend so please familiarise yourself with the Platform Support policy we have in place at KCS. A copy of the current Policy is available on the [Customer Portal](#).

What are the different queue states and what do they mean?

Status	Description
New	Newly created Incident and awaiting Vetting by KCS Support
Assigned	An Incident assigned to a Team but not yet allocated to a specific Analyst
Adopted	An Incident picked up by an Analyst but not yet being actively worked
In Progress	An Incident that has been responded to and is being actively worked on by an Analyst
Pending	An incident that cannot be progressed by KCS at present, and is waiting for activity to be complete/further information to be sent (usually the Customer)
Resolved	A resolution has been provided and the Incident is being kept open for 3 days pending confirmation from the customer. This will automatically close in 3 days if no response is received
Due Now	Status when an action is due, e.g. when a customer has replied back to a pending status Incident
Closed	Closed and no further action

When would KCS close a case?

There are several occasions when KCS would close an incident:

1. The main reason being that as a customer you have confirmed the Incident can be closed with no further action required. This is closed instantly upon confirmation.
2. We have confirmed the incident has been resolved, either by providing a workaround or if a development solution has been made available for you to take as it will require a Service Request to be raised to take the enhancement. This will go into a 'Resolved' state as we have not had confirmation from a customer to confirm. This will notify you via email, containing instructions on next steps that it is Resolved and will automatically close in 3 days, unless you contact KCS to advise otherwise.
3. Where we at KCS are unable to progress an incident and are waiting for further activity or instruction from a customer. Once in Pending it will trigger an auto close cycle (notifying the incident creator via email at 3, 6 and 9 days). If no action is taken by the customer it will then auto close with a final email confirming this.

What happens if I am on holiday or out of the office when you try to contact me?

We always aim to contact our customers by phone first, if this is unsuccessful and we have either tried with no answer or left a message to return our call the case will be placed into a Pending State and will start the auto close cycle. Please see [What is 'Pending' and how does it affect me?](#) Below.

What is 'Pending' and how does it affect me?

If KCS have worked on an Incident and are unable to actively progress it until something specific happens or until a specific date and time is reached, the Incident should be set to Pending status. There are two types of Pending Status:

- Restore on Time- usually when we need to put the case on hold until a specific date and time e.g. we have requested access to your system and can only be granted at a certain time. This will diarise a follow up and once the date and time is reached will move to a 'Due Now' state.
- Weekly Chase with potential automatic closure- this is when we have requested information, replication, data, or if the incident is awaiting test with the customer. It will send out automated emails every 3 days until the 9 calendar day has elapsed and will then auto close. If you as a customer have followed our request in the Pending state and reply back, this will move the status in to 'Due Now' and trigger our SLO again.

What are the different options for me if my case is important or time bound?

We have clearly defined definitions of what the different priorities are and expect our customers to use these definitions in good faith. If we believe based on the description of the incident raised that it is not pertinent to that priority we will downgrade it with an explanation as to why. If you follow the guidelines provided for the correct logging of a case with any deadline dates included, you may also flag your incident as Urgent and this will supersede any other incidents you have raised with the same priority. We will not accept any incidents raised and escalated on the same day to serve this purpose. If, however the issue that you have raised has now become more severe and of greater business impact or risk since it was originally raised, you can contact our [Customer Advice](#) Line who, if provided with the right information and business impact, can raise the Priority of your incident for you.

What happens if I need to get an update on a case and haven't heard back from KCS yet?

Our Support analysts will always aim to provide you with case updates. We always recommend that you check your incident on the [Customer Portal](#) in the 1st instance. You can of course email the Incident Owner via the Portal and this will appear as an unread journal in the incident for you. If nothing is available there then please call or email the Support Team who can investigate and update you accordingly. Until an Incident has been adopted, journal entries will not be identified and this is why it is important to follow the correct process to make sure if you need an urgent response or update please contact the Support Team who can provide a meaningful update on your incident and its progress or availability to be handled by an Analyst as opposed to updating the incident by responding on the Portal.

What is the difference between a Priority Change, Urgent and an Escalation? (In order of incident precedence)

- **A Priority Change** request should only be requested if the symptoms or impact of the current incident have become more severe and therefore now best suit the definition of the next level Priority. If this is the case then please call or email the [Customer Advice](#) Line who will ask you to provide evidence and a justified business rationale. If this is accepted then the priority will be changed in accordance with your request. The SLA/SLO for this Priority will only take effect from the point at which the change is instigated. A newly increased Priority is also not eligible for any Escalation for the 1st 48hrs.
- **Urgent Flag:** If you have raised a support Incident under a lower priority but although not a P1 or P2 it is urgent, for example, you are unable to receive in some stock that you need to sell to a customer by the end of the week. This would not be a P1 or P2 but could be flagged as urgent due to the timescale and importance of the requirement. Please contact the [Customer Advice](#) Team stating why the Incident is Urgent with clear justification. When reporting Urgency, we request a reasonable minimum amount of information such as Name, incident number, Symptoms and scale of impact and any special instructions.
- **Escalation:** An escalation is a request for someone to respond or look at an Incident that is not deemed as being handled satisfactorily within acceptable timescales and in accordance with our published SLOs The fastest and best way to escalate an Incident is to either email or call the [Customer Advice](#) Team, who will ensure that the case is escalated to the relevant Team Lead and / or Assistant Manager. They will seek to advise likely timescales for allocation of a resource to the issue. As this is a live and dynamic environment, new inbound requests may change any advised timeframe so please do follow up further if needed. By following this process, the email or call will reach a dedicated team of individuals across the globe, covering multiple time zones.

How do KCS Support contact me?

KCS will always contact you via the most effective method based on what is required on the incident. This could be a call or directly via the Portal but all notes will always be visible to you on your incident via the journals in the Portal. If an Analyst provides an update on the Incident it will either be placed into Pending or Resolved if further information or confirmation is required from the Customer. If no further action is requested of the customer and we are still working on your case we will add a journal note stating what we are doing and next steps, then make it visible in the Customer Journal notes field in the Customer Portal in order to keep you up to date.

What if I thought my issue was resolved and now it's come back again?

If in the very rare and unfortunate situation you find that your issue has returned there are 2 options:

- If the Incident is in a Resolved Status it will be like this for 3 days before closing. If the issue has reoccurred during this time, please update your incident via the [Portal](#) with up to date notes, impact and replication or contact the [Customer Advice](#) Line, this will change the status from Resolved to Reopened and then have a status of Due now so it will not close and will resume with the team.
- If the incident is Closed there is no way to reopen the Incident so you will need to create a new incident including all new replication steps, screen shots, even making reference to the previous Incident number. The new incident must conform to the new minimum standards set out in the How to log a Call policy otherwise it will be rejected. If the symptoms are exactly the same as before then you can simply clone the previous Incident.

Who are the Customer Advice Line and what do they do?

Besides our Support Team, KCS has a global [Customer Advice](#) Team CustomerAdvice@kerridgecs.com providing a number of services during standard Support hours within your geography. The Advice Line provides a service to customers who need to engage with us by phone. It can also, in the event of difficulty accessing our Support System, be used to log Incidents by phone providing you are recorded as a valid contact in our systems. Contact The Advice Line for:

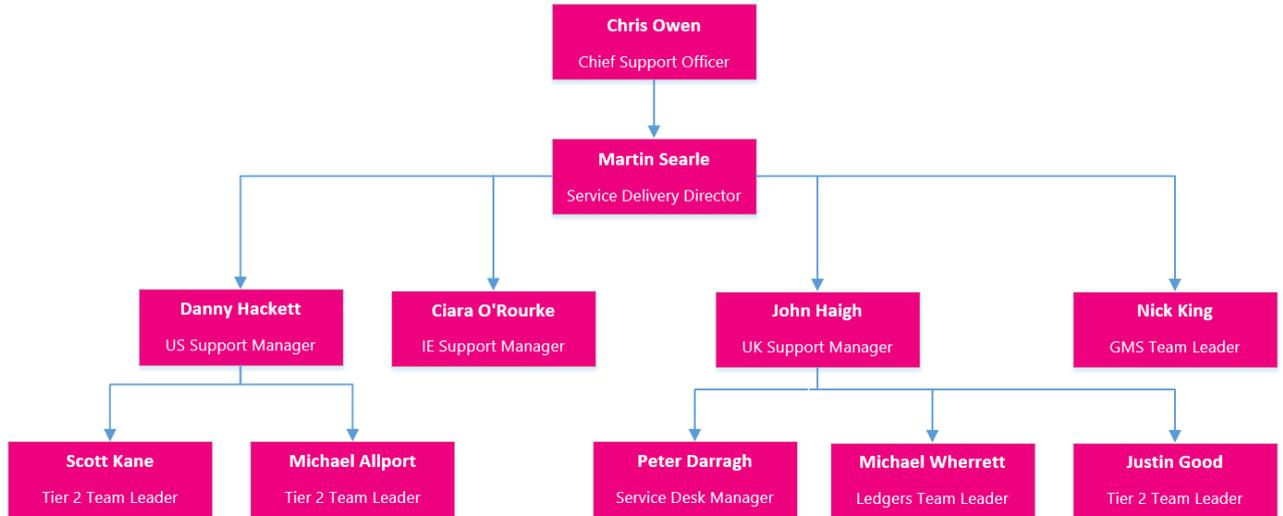
- Feedback Requests for Support Incidents / Service Requests
- Provide Incident Escalations across Sales, Professional Services and Support
- Urgency Updates for Support Incidents / Service Requests
- Customer Portal Queries
- Support Incident logging by phone
 - UK: +44 1488 662099
 - IE: +353 1 642 1918
 - ZA: +27 117 073 499
 - US: +1 281 582 3609

What does the term "Support Stop" mean?

In exceptional circumstances if your account is not in good order then our accounts team may ask that we suspend provision of your support service. In such instances please contact our accounts team to resolve any matters to allow us to continue to provide you with support services. Until such a time as the "Support Stop" is lifted, you will be unable to raise any new incidents with KCS Support.

Who are the Support Leadership Team?

The Support Leadership team is a global team ensuring we have a standardised approach no matter where your incident is handled.



Service Level Agreement for Software Support Service's (SLA's)

Introduction

This document describes the Software Support Services provided by Kerridge Commercial Systems (KCS). KCS provides Software Support Services via its Software Support Department, subject to the terms and conditions of this Support SLA.

1. Software Support Services

1.1 KCS will provide Software Support Services to assist the Customer with queries and problems regarding their provisioned Software. Software Support Services will be provided via the KCS [Customer Portal](#) (where available), telephone or email, and using communication links to Customer Systems subject to **Acceptable Use**. If the Customer's own initial Support Team has carried out initial investigation and cannot resolve the query or problem, then the user can log a call with the Support Department for assistance. Details on how to log a call are held in the Customer Support Portal and will also be trained out as part of any new project implementation

1.2 The Software Support Services will include:

- 1.2.1 Investigation of issues where the provisioned Software is not compliant with the intended usage or provided documentation;
- 1.2.2 Provision of advice, guidance and workarounds for situations in 1.2.1;
- 1.2.3 Provision of Supported Software corrections as and when available based on our Software [Version Categories](#);
- 1.2.4 Investigation of error messages produced during normal operation of the Supported Software;
- 1.2.5 Provision of release notes for new versions of the Supported Software;
- 1.2.6 Provision of the latest Version of the Supported Software on request to Customers entitled to receive the latest Versions;
- 1.2.7 Assistance with problems and queries processing data where Supported Software is not compliant with the provided documentation;
- 1.2.8 Assistance with simple queries regarding specific Supported Software operation or functionality;
- 1.2.9 Implementation of Software Changes to entitled Customers;
- 1.2.10 Standard support hours that will vary depending on the chosen support plan and geography. For further details of the Supported Software Support hours of service and available plans please visit the KCS website;

1.3 The Software Support Service will not include:

- 1.3.1 Investigation into any issues not arising exclusively from the normal use of the Supported Software in accordance with intended usage of the Supported Software and the provided documentation and / or functionality for which the Customer has not taken training.
- 1.3.2 House-keeping functions;

- 1.3.3 Calls not raised into Software Support Department in a timely and appropriate manner as indicated on the relevant KCS web site;
- 1.3.4 Incidents not raised in regards to the current live environment of the software and 1 designated test system;
- 1.3.4 Support outside of the entitled support hours of the office location; for further information visit the KCS website
- 1.3.5 Provision of any Supported Software corrections for products of the Supported Software outside of the [Version Categories](#) Policy (as may be amended from time to time);
- 1.3.6 Investigation of any issues where the Customer has not applied a correction or update previously supplied by KCS;
- 1.3.7 Investigation of any performance concerns where a user is attempting to exceed more than two Sessions for any user.

Version Categories

The number of analysts available to service older versions of our software is naturally smaller as we expand our support team. New team members who join us, are trained on the current products and therefore the pool of people that can help with older versions diminishes. This is also true of other areas of KCS such as our Development teams.

With this in mind, we review our services regularly to be able to clarify what is available by version, this highlights the advantages of being on a current version of software. For the most current list, please see our Supported versions policy found in the policies section on the [Customer Portal](#).

The example table below shows how versions can be split into 4 groups:

Note: Our products are reviewed regularly – for the most current table, please see our latest Supported versions policy

Example:

Version	A	B	C	D
Autowork 186.2.20209.107	✓			
Autocat V9.1-4.0.0.0	✓			
Autocat Pre 9.1			✓	
Autopart V30 +	✓			
Autopart Pre V30			✓	

The next table illustrates how much more is available to a customer on the latest software version. For example, as we move forward with new products and versions, it is not viable to continue to provide low to medium level bug fixes on older versions, these will only be provided on our latest products.

Recognising we are able to more effectively service customers on our latest products, we are also able to target ourselves on resolution times for our customers on current versions.

It is KCS intention to deliver on our SLO targets, **85%** of the time for those on the latest versions and **70%** on slightly earlier versions. Please see [Service Level Objectives for Software Support Service's \(SLO's\)](#) with an updated table with resolution times and reasonable endeavor targets.

	A	B	C	D
SLO Applies & Target	✓ 85%	✓ 70%	x	x
Ensure software remains legislatively compliant	✓	O	x	x
Repair data post error / correction issue with reconciliation	✓	✓	O	x
Fix Critical Priority Bugs	✓	✓	O	O
Fix High Priority Bugs	✓	✓	O	x
Fix Medium Priority Bugs	✓	O	x	x
Fix Low Priority Bugs	✓	x	x	x
Advice Guidance and known workarounds	✓	✓	✓	✓
Access to Later versions	✓	O	O	O
Access to Support Portal where available	✓	✓	✓	✓
Access to Knowledgebase where available	✓	✓	✓	✓
Maintain the product with the latest KCS recommended OS levels	✓	O	O	x
Cloud Ready	✓	O	O	O
Root Cause Analysis	✓	O	x	x

O = Where Practical and Reasonable

Service Level Objectives for Support Service's (SLO's)

Introduction

Complementing our SLA's, Kerridge Commercial Systems (KCS) aim to provide transparent Service Level Objectives (SLO's) for typical time to resolve on Support Incidents and completion times for programme defects. These help set expectations of typical service levels which are not contractual and are based on product versions and iterations as outlined in the [Version Categories](#) section.

Target Resolution Times

- For customers on our latest versions of software, KCS will exercise reasonable endeavours to resolve calls within the shortest possible time, consistent with the agreed Call Priority, during entitled Support Hours.
- The following Service Level Objectives are Resolution targets that the KCS Support teams and the Development teams will be aiming to achieve as reasonable endeavours.
- KCS will always try to resolve problems as swiftly as possible. We recognise that the computer systems are important to your business. However, KCS like all software industry services is unable to provide guaranteed resolution times.

These new SLO's help to set transparent expectations. For example, a customer using our latest version software raises a P2 incident. We would aim to have this incident resolved in no more than 5 working days 85% of the time. If the incident needed a bug fix, you could expect the fix to be completed between 4 & 8 weeks following replication. This 4 to 8 weeks factors having it included in the next available targeted release.

While customers on older versions of our software do receive essential services and still have access to tools such as the [Customer Portal](#) and the knowledge base, we are not able to target ourselves on SLO's as we do with our current versions.

Customers on older versions wanting to take advantage of the full services and targeted SLO's are encouraged to consider upgrading and should contact their Account Manager to discuss.

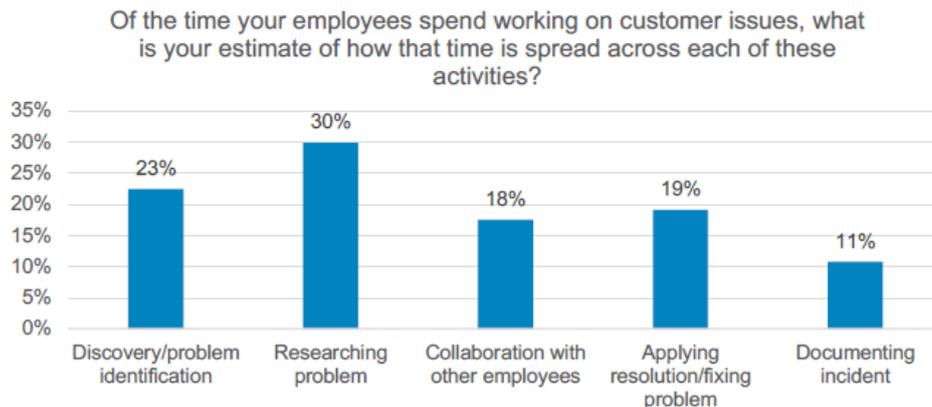
Incidents SLA & SLO								
Impact		Support Incident					If Programming Required	
Incident Priority	Effect on the System	Examples of the effect of the issue	Target response (SLA)	Initial Update (SLO)	Update Frequency (SLO)	Typical time to resolve (SLO)	Examples of the effect of the fault	Typical time to Resolve Programming Incidents (SLO)
1	CRITICAL	<ul style="list-style-type: none"> The entire System is inaccessible to the majority of Users. Unable to perform Business Critical functions. 	1 Hour	1 Hour	Every Hour	1 Working Day	<ul style="list-style-type: none"> The defect affects business critical system functionality or critical data. It does not have a workaround. Example: Unsuccessful installation, complete failure of a feature, system is no longer compliant with regulatory/legal requirements. 	1-2 days from when bug reference issued
2	HIGH/URGENT	<ul style="list-style-type: none"> Seriously degraded Business Critical function(s) impacting multiple/key Users. Workaround is complex/lengthy/unavailable. 	3 Hours	Same/next working day	Every other business day	5 Working Days	<ul style="list-style-type: none"> The defect seriously degrades major business critical functionality or major data. It has a workaround but is not obvious and is difficult. Example: A feature is not functional from one module, but the task is doable if many complicated indirect steps are followed in another module/s. 	20-40 Working Days from when bug reference issued
3U	MEDIUM – Flagged as urgent via escalation policy	<ul style="list-style-type: none"> Business Critical function seriously impacting multiple/key Users, with acceptable Workaround. Other significant non business critical impact issues. 	5 Hours	Please Contact the Customer Advice Line so we can set the urgent flag	On request or view on line	10 Working Days from marked as urgent	<ul style="list-style-type: none"> The defect degrades functionality or minor data. It has an acceptable workaround. Examples: A feature is not functional from one module, but the task is doable if steps are followed in another module/s, temporary system hanging 	44-88 Working Days from when bug reference issued
3	MEDIUM – non escalated	As Above	As Above	Routine	On request or view on line	22 Working Days	<ul style="list-style-type: none"> The defect impacts minor functionality or non-critical data. It has an easy workaround. Example: A minor feature that is not functional in one module but the same task is easily doable from another module. 	88-176 Working Days from when bug reference issued
4	LOW	<ul style="list-style-type: none"> Minor business function impacted. Functionality clarification. Apparent inconsistencies in data. 	10 Hours	Drawn down using self-pick/touch and hold	On request or view on line	44 Working Days	<ul style="list-style-type: none"> The defect does not substantially restrict the use of one or more features of the licensed product to perform necessary business functions. This is a minor Problem and is not significant or an anomaly that can be easily circumvented. It does not even need a workaround. It does not impact productivity or efficiency. It is merely an inconvenience. Example: Minor layout discrepancies, spelling/grammatical errors. 	264+ Working Days from when bug reference issued
5	ENQUIRY	<ul style="list-style-type: none"> Simple “How to” requests A query regarding the future or potential use of the System. 	30 Hours	Drawn down using self-pick/touch and hold	On request or view on line			

Service Requests SLA					
Priority	Effect on the System	Examples of the effect of the problem	Target response (hours)	Initial Update	Update Frequency
1	CRITICAL	<ul style="list-style-type: none"> Not applicable to a service request. 	N/A	N/A	N/A
2	HIGH	<ul style="list-style-type: none"> Emergency Supported Software release to fix a business affecting area with no Workaround. 	5	Same / next working day	Weekly
3	MEDIUM	<ul style="list-style-type: none"> Setup of new printer. Install of Service Pack for specific deadline. 	10	As mutually agreed	As mutually agreed
4	LOW	<ul style="list-style-type: none"> New installations of Supported Software. Request for Service Pack. Chargeable installations. Live to test copy. Request for set up/configuration changes. 	20	Drawn down using self-pick / touch and hold	On request or view on line

Service Level Agreement and Service Level Objectives Response and Resolution – Your role

It is important to stress how much you, our customers, can help to shorten these resolution timeframes. Research published by industry leading independent group TSIA [Technology and Services Industry Association] shows that on average only half of Support resource is spent fixing actual issues. Your contribution to the support process by providing timely information, system access, etc. will enable us to increase our available resource as much as possible to ensure the best possible service levels.

Figure 1: How Support Employees Spend Their Time



Please do provide as much information as possible when logging calls to help us to help you faster.

Change Request Process

The Automotive system is comprehensive and highly configurable but you may want functionality or a change that is not included. If it is not possible to utilise the system in a different way or change your working practices you can submit a change request below.

Please see our Automotive Software Development – Request Specification Document available on the Customer Portal when completing this form for guidance and expectations

 MAMSoftware A Kerridge Commercial Systems Company	Driving Business Performance
MAM Software Development - Request Specification Document	
Contact Details	
Account Name:	Account Code:
Contact Name:	Email:
Tel:	Support Case:
Your Reference:	
Request Circumstances	
<input type="text"/>	
Current Work Flow	
<input type="text"/>	
Development Request Specification	
<input type="text"/>	
Work Flow After Envisaged Development	
<input type="text"/>	
Perceived Benefits of Development	
<input type="text"/>	

Call Procedures within Kerridge Commercial Systems

Calls are logged and maintained on the Call Logging System. For details of all KCS Call logging, tracking and management Policies please visit the KCS website or [Customer Portal](#).

Support Hours of Service

Currently our standard Support hours are:

UK Support	Business Management Service Desk	Monday - Friday	07:00 – 18:00
		Saturday	08:30 – 13:00
		Sunday & Bank Holidays (Excl Xmas, Boxing Day & New Year)	09:00 – 13:00
	Garage Management Service Desk	Monday – Friday (Excl. Bank Hols)	08:30 – 17:30
		Saturday	08:30 – 13:00

Ireland Support	Mon - Fri	09:00 – 17.30
	Weekends, Bank Holidays	Closed

US Support (Eastern Time)	Mon - Fri	07:00 – 20:30
	Weekends, Xmas & Boxing Day	Closed

Call Logging Guide

Background

This document is to help inform and guide you on how best to log a Support Incident when experiencing problems with your software. Incidents can be logged using the [Customer Portal](#) or Telephone as below in order of preference:

KCS Customer Portal

Each new contact must register to use the service by completing the **Portal User Access Request Form**. For new customers this will be set up during your project. For existing customers, any new joiner requests for user access or for leavers can be made by completing the form found in [Support News](#)

Telephone

Via the Central Support Telephone Number (this is the **only** telephone number that can be used to log calls with the Software Support Department) as issued in your introduction to Support. This number will vary by geography and can **only** be used by nominated contacts on your account. Any new requests for user access or for leavers can be made by completing the form found in [Support News](#)

Email

Email requests will be accepted by nominated contacts on your account. Please note that the SLA on incidents raised by email will only start once the incident has been reviewed and prioritised.

KCS Minimum Requirements for Incident Logging

Recent analysis has shown that over 50 hours a week are spent chasing nominated contacts via phone or email trying to understand the true nature of the incident being raised due to increasing volumes of incidents being raised which have little or no detail other than a screenshot being attached asking for help. This is having a detrimental impact on valuable time and effort on all parties and is impeding our ability to resolve incidents in an expedient manner for our customers.

So what does it mean for me as a customer?

We are asking you, our customers to work with us as we try to improve our service and for that reason we have introduced this simple process for logging your calls.

Step By Step Guide on Logging your Incident

1. Check for pre-existing incidents in your open cases on the [Customer Portal](#) to reduce duplication. If one exists, please append notes to the existing case- KCS will receive notification that your case has been updated and act accordingly
2. Search our [Knowledge Base and Support Guides and Policies](#) to aid self-resolution of many incidents. If no articles exist, continue to Step 3
3. Search [Product Information](#) for the latest Babbage Release notes (K8) to check if what you are experiencing has already been resolved in the latest Iteration.
 - i. If you are not on a latest version please refer to our [Version Categories](#).
 - ii. If you are on a current product, please check to ensure you are on the latest iteration.
 - iii. If you are not on a current product please speak with your Account Manager to discuss an upgrade
4. If assistance is still required please provide all details into the Detailed Description field (attaching any replication docs, screenshots, videos), then set your **priority** and add any further notes about the problem that you may find useful with you contact details and availability.
5. If logged via the portal you will receive an automated response with your Incident Number as confirmation it has been received. All other methods will get communication back via Support

IMPORTANT:

If insufficient information has been provided to allow the Incident to be prioritised, diagnosed, investigated or resolved in a timely manner then KCS reserve the right to reject the incident and place in a pending state.

This will, unless rectified to the standard required, be automatically closed in 3 working days.

Glossary

The following terms and related meaning are used by Support and may appear in this document:

Term	Meaning
Acceptable Use	Number of calls (not Service Request) logged via the online Customer portal (where available) or email for Basic plan Customers where the outcome is not defect/bug related
Business Critical Functions	Essential functions necessary for business to operate. Details of approved critical functions can be found on the Customer Portal.
Call	A query, fault, error or problem reported to the Software Support Department for assistance or investigation.
Call Logging System	The system used by Kerridge Commercial Systems to record and manage Calls.
Call Priority	The priority of a Call, how urgent the Call is.
Customer Computer Hardware	The computer hardware provided by the Customer or otherwise agreed in writing by the parties.
Customer Support Credits	Mechanism based on subscription and number of Users which provides for discounted / free VAS.
Health Check	A business and system process review followed up with a report recommending relevant improvements and changes, performed by KCS Professional Services.
Housekeeping Functions	Any routine activities required for the ongoing operation of the Supported Software in the live environment.
Initial Support	A nominated individual or group of individuals employed by the Customer to provide Initial Support for the Customer's personnel.
KCS Computer Hardware	The computer processing and data storage resource provided by KCS as part of the relevant Cloud Service.
KCS Level Access	High priority access to the System as used by KCS Personnel when logging into the Customer's system to provide support giving access to diagnostic and support tools designed for KCS use only.
Medium Priority URGENT	Accelerated initial update and update frequency for designated medium priority incidents.
Operating System (OS)	System software that manages computer hardware and software resources and provides common services for computer programs.
PPR	Processes Procedures and Responsibilities.
Response Time	The response time for a Call is the elapsed time, from when a Call is logged by KCS until investigation by KCS regarding that call starts.
Service Guarantee	An element of Enhanced and Complete support subscriptions that provides a discount on subsequent years support Charges if the Software Support Service delivered fails to meet the agreed specified criteria.
Service Level Objective	<p>The service that we will apply reasonable endeavours to deliver to customers on our latest versions.</p> <p>Initial Update – Performed at allocation of incident/service request to support analyst including comments on initial triage, additional info required from Customers and planned status/next steps.</p> <p>Update Frequency Objective – Desired typical frequency of updates including refreshed status/next steps.</p> <p>Typical time to resolve – The expected time to resolve a Support Incident that does not result in a defect requiring development.</p> <p>Typical time to Resolve Programming Incidents – The expected time for a bug fix to be completed by development from when the defect was replicated</p>
Service Pack	A bundle of changes that can be installed on a Customer's system to resolve issues with the Supported Software. It may also include enhancements to existing functionality and new functionality.
Session	The simultaneous use of the software by a single user limited to no more than two concurrently.
Software Changes	Changes to any part of the Supported Software, including changes required to provide a resolution to a Call or to provide a diagnostic tool.
Software Support Department	The Department of Kerridge Commercial Systems that provides Software Support to Customers.

Support Hours	The office hours of the support location.
System (software)	The Kerridge Commercial Systems Supported Software and associated Customer data.
Target Response	Acknowledgement by KCS of an incident or service request including initial validation of entitlement to report a Call and confirmation of receipt typically including Call ref number.
Training	Provision of on site or remote consultancy on how to use new or current modules within the software.
Value Added Services (VAS)	Selected service options such as Health Checks, Training, minor works, score card meetings and other activities designed to assist Customers in the use of their Supported Software.
Version	A version of the KCS Core Software or the KCS Other Software (as applicable) denoted by the number before the point in the version number.
Version Category	The category based on how current the version of software product is split into 4 groups.

