



Customer Support Handbook



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Overview

This document is to guide Customers on how to get the best from V1 support services.

V1 Support Services are committed to Partnering with Customers to ensure the successful deployment and use of V1 Solutions and Services. We understand how critical this Software is to the business of our Customers. V1 support teams are staffed with experienced Support Professionals who are knowledgeable about the wide range of V1 products and related technologies.

V1 continually reviews its practices to improve internal operations and deliver a service that meets its Customers' diverse business needs. Our Service Management processes are based on industry standard working practices. Many of our support teams are aligned to ITIL v3 framework, currently hold or are working towards ISO 20000 accreditations for IT Service Management - ISO 27001 information security management, ISO 9001 quality management. We actively encourage our staff to obtain recognised certifications appropriate to the areas they work in, for example Oracle Certified Professional.

Our Support Services offer:

- Incident submission, management and reporting
- General system queries and advice
- Software maintenance and legislative updates
- Up to date knowledge base and/or FAQs
- Product feedback mechanism
- Customer satisfaction surveys
- Some 1st line support for Third Party products supplied and/or shipped as part of the V1 solution.

It does not include the following services, which are available from V1 on request; please contact your Account Manager for a quotation:

- User training
- Bespoke Software development
- Report writing
- Consultancy services
- Third party support - unless your contract states otherwise

The latest version of the V1 Services Handbook is the only one that is valid at any time. As this version of the Support Services Handbook may have been superseded, please check via the Portal for the latest version.



Glossary of Terms Used in this Document

Term	Meaning
V1 Ltd	V1 Ltd (as the context requires) the relevant subsidiary of V1 which has contracted with the Customer
Account Manager	Person who owns the Customer/V1 relationship. Alternative titles might include Account Director. Service Delivery Manager, Business Manager
Support Liaison Officer	A member of the IMT who's responsibility is to handle incoming calls, log Incidents categorise, apply Priority rating, and capture a summary of the issue. The Incident is then assigned to the most appropriate Support Professional
Component	The component of the module .The area of the Module or the screen the User is in
CSI Team	Continual Service Improvement Team can be one and the same as the Problem Management Team
Customers	Organisations with valid contract for Software products/services from V1, including provision of Support Services
Defect	Commonly used term in Software testing to refer to a bug or an error
Hot Fix	Hot fixes is a code change made to address a specific issue. This may be delivered as part of larger Release.
IMT	Incident Management Team. The IMT'S goal is to restore normal operations as quickly as possible with the least possible impact on either business or User .While Incidents are handle by the IMT, Problems (root cause analysis and fix) are handled by Problem Management Team
ISO&ISO20000	The international Organisation of Standardisation, which sets standards in many business and technologies, including computing and communications. ISO 20000 is the first International standard for IT Service Management.
ITIL	ITIL is an industry standard set of practices for IT Service Management (ITSM) that focuses on aligning IT services with the needs of the business.
Case Type	Pre-defined types of cases which help determine owner and response times, for example, Incident, Service Requests/Enhancement Request, and Change Request. The case type selected will dictate the ownership and resolution plan
Incident	An unplanned interruption to an IT service or a reduction in the quality of an IT service
Known Error	A known error that has documented root cause and workaround
Problem	A cause of one or more Incidents. The cause is not known at the time of creating a problem record and the problem report process is responsible for investigation
Problem Management Team	The team that handles Problems as opposed to Incidents



Maintenance Release	Software code fix/es, may include new functionality, if required, to make the business process flow correctly
Module	The name of the Module the User was working in when the interruption occurred
Portal	Portal. A web interface for Customers to create, update, report on all currently registered Incidents. Enables Customers to dynamically access their Incidents using industry standard web browsers
Release	A Software bundle which may contain, fixes ,legislative updates, new functionality or a combination of all
Reseller/party/Third Party	Organisations who work with V1 providing and /or implementing and supporting Software/hardware/infrastructure
Service Request	A request from the User for information or advice. A service request can be part of a Support request or stand alone
Priority	<p>A level assigned to an Incident when an Incident has been created, which reflects the impact and urgency the Incident is having on the Customers' business .Please note that Third Parties/Resellers and Partners may use different severities/ priorities.</p> <p>A priority assigned based on the urgency and impact that is selected.</p>
Support Request	Covers Incident ,Service Request etc.
SLA	Service Level Agreement .V1 may offer different SLA's on Third Party/Partner products
Software	Any Software product owned and/or supported by V1 Ltd
Status Code	Defines the current status of the Incident
Support Professional	A member of the IMT whose responsibility it is to provide Support Services for Software
Support Services	Services targeted as providing Software support to Customers
Users	Person(s) who use the Software
1st to 3rd Line Support	<p>1st Line Support.</p> <p>1st Line is the *initial support level. This level should gather as much information as possible from the end User. Support specialists in this group typically handle straightforward and simple problems. Personnel at this level have a basic to general understanding of the product or service and may not always contain the competency required for solving complex issues.</p> <p>2nd Line Support.</p> <p>2nd line support is a more in-depth support level than 1st Line. The personnel are more experienced and knowledgeable on a particular product or service. Support specialists in this realm of knowledge are responsible for assisting Tier I personnel in solving basic technical problems and for investigating elevated issues by</p>



	<p>confirming the validity of the problem and seeking for known solutions related to these more complex issues.</p> <p>If personnel from this group cannot determine a solution, they are responsible for raising this issue to the 3rd Line support group.</p> <p>3rd Line Support.</p> <p>This is the highest level of support responsible for handling the most difficult or V1 Ltd problems. These individuals are experts in their fields and are responsible for not only assisting both Tier I and Tier II personnel, but with the research and development of solutions to new or unknown issues. Such extreme problems are also sent to the original developers for in-depth analysis. If it is determined that a problem can be solved, this group is responsible for designing and developing one or more courses of action, evaluating each of these courses in a test case environment, and implementing the best solution to the problem.</p> <p>Variations in V1</p> <p>Within V1 some support centres merge 1st and 2nd line teams or 2nd and 3rd line teams, but the principles of three tier support are unanimously adopted.</p> <p>*V1 also employ specific call handling teams, these teams provide purely administrative tasks, and they have no product use knowledge.</p>
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V1 Support Services

Hours of Operation

V1 Support Services in the UK are provided by a number of support groups, focussed on specific offerings and Software products.

Application Support: Customers in the UK with a standard Support Plan will have access to the application support teams during our core hours of **9am and 5pm (UK time) Monday to Friday (excluding English public holidays)**. Some business unit's offer extended hours which are detailed in Appendix 1.

Managed Service/hosted solution support: As set out in your customer contract, support may be offered up to 24/7.

Outside of contracted hours issues may still be logged via our customer portal or email

Please check Appendix 1 for up to date hours of operation and availability of customer portal by support centre.

In some instances, Customers receive support from V1 Resellers who will provide the infrastructure to receive and process Customer calls and liaise with V1 where required to facilitate a satisfactory resolution to an Incident.

Customers outside the UK may have separate contractual arrangements for support and should contact their Account Manager for clarification.

Supported Software

Lifecycle Policy

V1 Application Software Support and Maintenance is provided for the current Release of each product (Active (Current) in the Version Table) plus a limited number of other releases (Active Versions in the Version Timetable). Please refer to your Support Portal containing the Version Timetable for details. Older versions are categorised as either 'with Limited Support' or 'Retired'. Exceptions may occur where, for example, 3rd Party components require us to de-support earlier. In these circumstances Advanced will notify Customers when appropriate to do so.

Updates & Upgrades

V1 recommend that Customers keep current with the new Releases and Software maintenance updates to take advantage of advancing technology, legislation and Customer-inspired enhancements. Access to these new releases is your entitlement by investing in your maintenance and support contracts.

Feature Enhancements

Significant additional modules, individual features or updates to existing functionality are communicated to customers through webinars, customer support bulletins and account management teams. These enhancements are generally only available as part of the latest versions of our products.



Maintenance Updates

Address one or more specific Software/hardware issues. These updates are generally only available for customers with valid Support and Maintenance agreements on the latest version, although they may incur Services charges to implement. Your Support Professional will provide guidance on taking delivery of maintenance updates.

Individual Hot Fixes

A hot fix is a code change made to a specific issue. Typically delivered only against the Active Versions.

Legislative Updates

These are issued as and when required at the discretion of V1. Legislative updates may not be included as part of annual Support and Maintenance, in these circumstances additional charges may apply.

Maintenance Renewals

V1 Application Software solutions are an investment in your business, helping you achieve competitive advantage, efficacy and much more. Renewing your annual Support and Maintenance provides extra resources to optimally sustain and enhance the value derived from V1 applications. Support resources are further described throughout this document.

As and when new major Releases are issued, older Releases will be subject to a period of limited support until such time as the Release is no longer supported. On occasion, V1 may agree a longer period of transitional support than is provided for in the V1 de-support plan. Such specially negotiated variations to transitional support are separately chargeable in addition to standard support fees and are solely for the purposes of assisting the Customer in migrating to the latest major Release of the Software in agreed timescales.

Customers who have no plans in place to migrate to an Active Version of the Software in line with our Lifecycle Policy will receive Limited Support, where our support professionals will apply reasonable endeavours to provide assistance. Our recommendation, however, will be to upgrade to the latest version to benefit from the enhancements, maintenance plans and hotfixes as described in this document.

When their version is eventually retired, the single Support option available is online self service via the available knowledge bases on the Support Portal.

Choosing not to upgrade may incur further costs ranging from maintaining retired hardware, operating systems and attract extra charges from V1 for support and maintenance agreements.



Any customer who does not renew annual Support and Maintenance may be subjected to additional fees.

Incident Management

V1 Support provide a single point of ownership for Customer reported issues.

Through the team structure, V1 can ensure that the 'owner' of an Incident is not working alone. The Support management team will continually monitor open Incidents and make available appropriate resources to facilitate resolution of the issues. On those occasions when Incidents cannot be easily categorised and require skills from multiple teams, ownership of the Incident provides a process to co-ordinate the efforts of such cross-functional teams.

This process provides a formal mechanism to deal with more complex issues and ensures that the V1 high standards of Customer service are maintained.



Support Process

Before you contact us

There are a number of information sources available to Customers, which may enable resolution of an Incident prior to contacting V1 Support Services. V1 encourage Customers to make use of these resources before logging a new Incident. These sources are:

Super Users and Lead Sites

Where Super Users or Lead Sites exist. V1 will have provided focused training for key personnel/lead sites in your organisation prior to Go Live. Please ensure any issues are triaged by these internal resources prior to contacting V1.

Customer IT (including 3rd party IT providers)

Where appropriate, please explore with your local IT infrastructure support team before contacting V1 to raise a support request.

Steps to recreate

Attempt to recreate the issue, isolate variables, understand and clearly describe the business scenario and impact. Before the Support Professional can resolve your Incident, in most cases they will need to be able to recreate the issue.

Training Notes

During Customer end User training, attendees are encouraged to take notes. We also encourage end Users to add to these notes following successful interactions with V1 Support. These notes form part of the User's personal /Customer site knowledgebase and should be viewed as a source of information, which may be used to resolve the Incident.

V1 Support Services is unable to provide additional training. Customers requiring training will be referred to their Business/Account Manager.

Online Help

Where V1 applications provide on-line help. Help files replace and/or augment the more traditional "User manuals". Typically V1 Software help files are reviewed with each new major version.

Where a Customer has received bespoke Software, appropriate documentation will be provided, for example, detailed solution design by our Professional Services team

Knowledgebase

More information on V1 Software is accessible via our Portal (please see Appendix 1 for our portal address). Our knowledgebase includes, F.A.Qs, problem solutions and other application documentation. For details on how to access our knowledgebase please see Appendix 1.

Raising an Incident

Any Customer who has a Support and Maintenance Agreement in place can log a case with V1 Support Services. V1 Support Services will assume that the caller will have a working knowledge of the Software, the business environment that he / she is operating in and has first-hand knowledge of the issue. Certain V1 products require Users to have completed a formal training course before they can raise Incidents with the support team - Support centres operating this model are noted in appendix 1.



Communicating with Support

Customer Portal	Where available, the preferred method of submitting a new Incident is via our Portal. Analysis shows that Incidents raised via the Portal can be resolved up to 50% faster. Please see appendix 1 for our portal address.
Phone	Essential for Priority 1 issues. Telephone 0330 1229510
Email	We recommend Customer Portal and phone, but provide email as a resilience measure. Where a Customer Portal does not exist, Users are welcome to email in Incident details. support@wearev1.com
Remote Support	Remote support tools to access and investigate issues at the discretion of V1 support.

For details on how to contact your support team directly, please refer to appendix 1

Support Request

Support work on 4 main types of Support Requests as outlined in the below:

Incidents	An unplanned interruption to an IT service or reduction in the quality of an IT service. For example an unexpected error message
Service Requests	A service request is a user request for information or advice. A service request can be part of a support request or standalone. For example asking for a password reset
Change Requests	A change request is a formal request for an adjustment to the product. This also includes enhancement requests
Problem	A problem is a root cause of one or more incidents. A problem is usually raised in response to one or more incidents. For example these would be used to identify the root cause of a defect found in the system.



Speed up the Resolution Process

It is important that the caller can provide the following information (where applicable), which will assist with the resolution of the Incident:

- The Customer's organisation name or Customer ID or Customer reference
- The caller's name and contact details
- Product/Service, Release and module to which the Incident relates, including the current patch/update installed.
- The menu, screen, program or report ID to which the Incident relates
- The Priority Level of the Incident in terms of business impact criticality
- The Incident number (if calling back on an existing Incident)
- The environment to which the Incident relates, for example: Live or Test
- A brief description of the issue including:
 - What the issue is
 - Where the issue exists
 - When the issue happens
- Whether the issue is reproducible and, if so, how - providing full steps to recreate including full screen prints and relevant audit reports as attachments
- Whether anyone else is experiencing the issue
- Whether there has been any change to the system recently, prior to which the issue did not exist
- Screen dumps and/or sample reports of error messages

Note:-

When logging an incident with Support via Email or the Support Portal, it is the responsibility of the customer to ensure that no Personal Identifiable Data is included in the communication.

See "Customer Data" on Page 14.

Priority Level & Initial Response Times

An Incident Priority level will be determined by mutual agreement between V1 and the Customer unless raised by the Customer via the Web.

It is important to set the Priority of an Incident correctly as this will direct the application of resources within V1 Support Services.

The Priority of an Incident should be assessed in light of the possible impact it will have on the Customer's business.

Priority Levels and SLA

Customers must be aware of the following business impact definitions when allocating a Priority Level to an Incident in their Live/Production environment.

For all priorities you should expect to receive confirmation that an Incident has been raised via email within one hour. You may also receive additional information or be contacted by a Support Professional within this hour, depending on the Priority of the Incident raised.

An appropriate SLA is assigned to each of these Priorities and consists of a 'Target Response Time'.



Target Response Time is the time at which we assign a Priority level of 1, 2, 3 or 4 that has, subject to your availability, been communicated to you.

Priority	Business Impact	Target (1st)Response
1	All or critical functionality unavailable, causing significant operational impact or system unusable	1 hour
2	Critical functionality unavailable, but interim workaround is available and accepted by Customer based on reasonable business criteria	4 Hours
3	A problem not preventing operations but with the potential to do so if unresolved	8 Hours
4	A minor problem either cosmetic or otherwise, and not preventing the operation of the system. Low impact/cosmetic	24 Hours

Our Standard SLA can vary depending on product and date of contract. Please check your contract if in doubt.

When Target resolution times are quoted/agreed, these refer to V1 Business Hours. The SLA clock stops at the end of the working day and resumes at the start of the next working day. The SLA clock does not run during weekends or English public holidays.

To meet these target resolution times, it is essential our Support Professionals have remote access to your system. When authorisation is required to access your system, the SLA clock will be paused until access is granted.

3rd Line Support

While most Incidents will be resolved by our 1st and 2nd line Support Professionals, some will require escalation to 3rd line teams. Where the 3rd line team concludes that the Incident requires resolution by a Software fix or data fix, our 3rd line resolution targets will apply.

There may be occasions where further investigation is required to establish the root cause of your incident. If we have been able to provide a workaround, we may close your incident but continue to investigate a root cause through the problem management process. If this is the case, we will keep you informed throughout the investigation until a permanent fix is available.

Priority	Business Impact	3 rd Line Defect Resolution Policy
1	All or significant functionality unavailable, causing a significant operational impact or system unusable and workaround not available	Priority 1 Defects will be hotfixed
2	Critical functionality unavailable, but interim workaround is available and accepted by Customer based on reasonable business criteria	Priority 2 Defects will be considered for future Release



3	A problem not preventing operations but with the potential to do so if unresolved	Priority 3 Defects will be considered for future Release where capacity allows
4	A minor problem either cosmetic or otherwise and not preventing the operation of the system .Low impact/cosmetic	Priority 4 will be considered for fix at the discretion of V1

Note: Data fixes are employed to resolve issues arising from:

- Data incorrectly entered which cannot be corrected through the functionality available in the software user interface. Typically, corrections caused by human error are chargeable.
- Data which becomes corrupt due to a technical fault such as a hard disk failure or network connectivity issues. Depending on the cause and degree of corruption, correction may be chargeable and in extreme cases clients may be asked to restore data from backup.
- Data can become corrupt or inconsistent due to a software problem



Prioritization of Incidents

V1 uses three metrics for determining the order in which Incidents are processed.

Impact: The effect an Incident has on business.

Urgency: The extent to which the Incident's resolution can bear delay.

Priority: How quickly the service desk should address the Incident.

Priority is dependent on impact and urgency. You will be asked the impact and urgency of your issue and the priority will be assigned from these as set out below.

PRIORITY		Urgency		
		High	Medium	Low
Impact	High	1	2	3
	Medium	2	3	4
	Low	3	4	4

Logging Priority 1 Incidents

In order for an Incident to be logged as Priority 1, the Customer must be committed to providing their uninterrupted attention to work with V1 Support Services to resolve the issue. This will ensure that the Incident can be resolved as quickly as possible.

This commitment does not necessarily mean that Customers with a Priority 1 Incident must be on site continuously, but they should at least be available by telephone at all times to enable them to act immediately on any request from V1 Support Services.

If the Incident cannot be reproduced on V1 own internal systems, the V1 Support Professional may request access to the Customers system.

Priority 1 Incidents must be logged via the telephone to ensure the correct Priority 1 process is initiated.

Changing Incident Priority

V1 will very rarely alter the Priority of an Incident, and will never do so without discussion with you.

In the event that the business impact of an Incident has increased, the Incident may be escalated to speed up the resolution process.

Incident Status

Each Incident logged with V1 Support Services will be assigned a Status Code. The Status Code will:

- Identify the status of the issue
- Identify the party (Customer, V1, 3rd party) Incident is awaiting action by
- Dictate whether the SLA clock is running or paused



Escalation Process

Incident Escalation

Although V1 Support Services have internal procedures in place to monitor and internally escalate Incidents where appropriate, there may still be occasions where a Customer may wish to increase awareness of an Incident in the V1 Support Services management structure.

Escalation should be used when the Customer feels that the normal support process is failing to provide an adequate resolution to an Incident, and such failure is adversely affecting their business operation.

Incidents should be escalated if the business impact has significantly changed or the Incident has breached SLA.

An escalation can be requested either via the Customer Portal or via a Support Professional. The escalation request is recorded on the Incident and the relevant V1 Support Professional is alerted.

Escalation requests will become active once qualified by the team leader, support manager or Business Manager/Service Delivery Manager/Account Manager.

Escalation Process

The following table describes the escalation process and appropriate actions at each stage:

Escalation	Escalation Point	Action
First	Support Professional	Review Incident. Develop plan. Implement plan
Second	Team leader/Support Liaison Officer	Review plan. Review previous escalation; Develop and implement new plan
Third	Support Management	Review Customer situation. Develop and deploy relevant departmental resources
Fourth	Head Of Support or Service Delivery Management	Review Customer situation. Develop and deploy relevant company resources



Assumptions for the Provision of Support

The Support Services detailed in this handbook are based on certain assumptions about the factors affecting the provision of support. The Customer is deemed to acknowledge that in the event that any of the assumptions detailed below have not been complied with by the Customer, V1's ability to provide Support Services may be adversely affected, sometimes to the extent that investigation and rectification work may become chargeable.

Staff with Sufficient Product and Technical Training

Customers are assumed to have received adequate training from V1 to enable them to be competent in the use of V1 Software. The level of assistance provided to a Customer will be up to the level of training that the Incident contact has completed. If the level of support required is higher than the training that the Incident contact has received then the query should be referred to a member of the Customer's organisation who has received the appropriate level of training. Repetitive requests in respect of an issue on which V1 has already advised a solution may incur additional charges.

Customers, or their hosting Partners, are expected to have the necessary technical skills to maintain the V1 application suite. Examples of common tasks include (but are not limited to) full database administration, application of fixes, fix bundles, patches. Installation of client desktops, stopping and starting of services, processes and schedules, management of scripts and configuration files. In the case that a hosted SAAS service is offered, V1 will perform the server side tasks mentioned above, customers will perform any client desktop tasks.

Where the requisite skills in the V1 application do not exist, V1 will be happy to provide training proposals. Alternatively, V1 can offer additional services, for a full list of current extended support offerings, please see appendix 2.

Training is provided by V1 but not as part of the Support process. V1 support can advise Customers on the most appropriate training, and how to arrange this.

Information

Customers are assumed to have provided V1 Support Services with adequate information and documentation in respect of Incidents. Customers are expected to keep V1 updated regarding any of the critical information associated with an Incident.

Remote Access

V1 may require remote access to Customer's system via ScreenConnect for the purpose of resolution incidents and problems that don't get resolved via email or phone and need to be further investigated. Failure to agree remote access and/or provide a copy of company data may result in considerable delays in resolving incidents.

Alternatively, support will continue to be provided by telephone and email.

At the discretion of V1, any on-site support may be chargeable.

Customer Data

When logging an incident with Support via email or the Support Portal, it is the responsibility of the customer to ensure that no personal Identifiable Data is included in the communication.

Under certain circumstances, particularly with complex data issues or where remote access is unavailable, a system copy/partial copy may be requested. The customer should ensure data is anonymised before being supplied wherever possible.



If it is not possible for the customer to anonymise the data, V1 support may need a copy of the data which includes Personal Identifiable Data to resolve the incident.

Any customer data supplied to V1 will be held on a secure server in the UK but for the purpose of resolution, controlled remote access may be given to V1 Development Teams based outside of the EEA in India. At no time will data be copied to an asset in India for the purpose of incident resolution.

Once an incident is resolved any PID will be deleted from V1 servers in the UK.

Please note the customer responsibilities outlined in the below paragraphs regarding the transfer of data to V1.

Where clients choose not to provide a system copy, it is unlikely that V1 Support Services will be able to resolve the incident with the Support Services set out in this Handbook. Where applicable, a quotation for on-site services will be provided as an alternative, and the incident closed.

Personal identifiable data

In order to maintain security and comply with legislation, when you contact us by phone, email or fax, no information can be taken from you that uniquely identifies an individual beyond what is available in the public domain.

All V1 Ltd staff are required to complete the mandatory Information Governance examinations as part of their induction and before they are allowed to access a Customer's data. Therefore, if you call us and quote information beyond that available in the public domain, for example, data of a personal nature, this can't be recorded.

If such information is received, unless specific arrangements are made in writing with V1, V1 are obliged to destroy the mail or fax or database copy, and will contact you to obtain anonymised information instead. It is the Customer's responsibility unless specific arrangements are made in writing with V1, to ensure that no personal identifiable information is uploaded to the Portal.

Scripts to Anonymise Data

When you need to send in data, for example a database copy, but this data records information of a personal nature (as described above in 5.4.1 and 5.4.2), we can write scripts to anonymise a copy of the data on a chargeable basis.

Fix/Patch/Maintenance Release for Application

Unless specified otherwise in your product Release policy, it is assumed that Customers will apply the latest patch to their live environment within 90 days of them being made available. V1 reserves the right to decline the provision of Support Services if the latest Fixes or Patches have not been applied within this time frame.

Data Integrity

It is assumed that the Customer has not made any changes to the underlying data by use of toolkits, query/programming scripts or 3rd party products without the explicit advance consent of V1 Support Services.

Failure to obtain this consent may result in consultancy charges to investigate and/or correct data issues.

3rd Party / External Applications

Although V1 provides interfaces and/or integration with various 3rd party products (e.g. Financial Systems, web browsers, word processors, spreadsheets, email clients, email servers, reporting, dashboard and viewing products, etc.), the Customer is responsible for the setup, support, use and maintenance of these products. Where the 3rd party product is certified by V1 to be compatible with V1 Software, then guidance will be provided on the interface aspect only.



Customers with a managed service/hosted contract with V1 may have support for certain 3rd party applications. Please check your contract for details.

Virtual Environments

Many V1 products are certified to run in a virtual environment such as VMWare. However Customers need to be aware that some of our technology Partners, such as Oracle, have their own policies regarding virtual environments, where support will only be provided for issues that are either known to occur on the native Operating System or can be demonstrated not to be as a result of running on a virtual environment (See Oracle Support Announcement ID 249212.1).

V1 adopts the same position as their technology Partners with regard to support in virtual environments.

Please check with your Business Manager or V1 Support Services before running V1 applications in a virtual environment.

Customer Satisfaction Questionnaires

As part of our continuous improvement plan we are keen to understand how you feel about the service received when interacting with V1.

Periodically an online questionnaire will be sent asking for feedback on the service you've received from the V1 teams. Please help us to improve our service by completing the questionnaire. We are always interested in Customer feedback and ideas for service improvement.

On the closing of each Incident, you will automatically get the opportunity to complete the below illustrated transactional survey regarding our support service.

Survey Results

Q1 How would you rate the timescales involved in resolving this incident on a scale of 1-5?

Q2 How would you rate the professionalism and courtesy of the support representative dealing with your incident?

Q3 How would you rate the knowledge of the support representative on a scale of 1-5?

Q4 How would you rate our overall support service on a scale of 1-5, based on your experience of this incident?

Q5 Please use the space below for any additional comments or suggestion on how we can improve our service.

Comments:



Appendix 1, Support team contact details

Customer Portal and Knowledge Base	Email	Tel
V1 Business Solutions 9am-5.00pm Support	Support@wearev1.com	0330 1229510
V1 Portal:	https://customers.wearev1.com	



Appendix 2, Further Reading

V1 Business Solutions

Data Protection Policy

Our full data protection policy is available on request. To receive copies of this document, please contact the support team.

GDPR FAQ

This FAQ answers customer queries around V1's data protection compliance framework, technical and organisation measures, Sub-Processors and Data Processing outside the EEA.



Appendix 3, Enhanced Support Offerings

V1 Business Solutions

Two levels of support are offered, Traditional (as described in this document) and Assured which offers enhanced levels of support. For further information, please discuss with your account manager.