

Technical Support



Always ready to help

Delivering quality support is critical for our customers. In order to provide you with the highest level of service, we implemented robust support networks and processes to ensure your issues are addressed as quickly as possible.

Knowledge obtained from support issues raised by you, give our Product team a broader understanding of how ongoing product support can be improved and prioritise requests for enhancement. Our support service is provided by our acQuire implementation team. This ensures key technical staff are routinely involved in support processes.

Software maintenance inclusions:

- Major and minor software releases.
- Global telephone support network, 24 hours a day*, Monday to Friday.
- A dedicated email address for support.
- Support tracking database to monitor response times and ensure resolution.
- Remote access tools to assist our support team to resolve your issues promptly.
- GIM Suite support package technology.
- acQuire 4 reference objects, ready to use, provided as part of each version release.
- Support for all GIM Suite users within your company, regardless of the number of licences owned.
- Invitation to GIM Jam events and GIM Suite Learning courses.
- Access to our acQuire Knowledge Base.

*based on a follow-the-sun philosophy using all regional offices to cover the 24 hour period.



Response Times

Our support team endeavours to respond to support issues within one to four hours, depending on the severity and impact of the problem you are experiencing. We aim to close support incidents within three business days.



Software releases and upgrades

We aim to provide you with at least one major GIM Suite release each year. Several minor releases, depending on demand, are also delivered during the year. Full details of release dates, functionality inclusions and changes are available in our Online Help.



Global support network

Email: support@acquire.com.au



Telephone regional offices

Perth, Australia **+61 (8) 9316 6680**
Brisbane, Australia **+61 (7) 3852 2400**
Johannesburg, South Africa **+27 (11) 219 6240**
Santiago, Chile **+56 (2) 203 4072**
Calgary, Canada **+1 (403) 538 2123**

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Brisbane

Perth

Johannesburg

Santiago

Santiago

Calgary

Calgary



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AUSTRALIA | CANADA | CHILE | SOUTH AFRICA

Email support

A dedicated email address is used to manage support incidents. All emails (including attachments) received through this channel are automatically loaded into our centralised database, monitored by our specialists in each timezone. This process allows us to:

- Provide a structured method of responding to your enquires.
- Monitor and ensure timely responses.
- Identify key support issues for potential product enhancements.
- Review efficiency of our learning programs and online help.
- Centrally store data associated with each site to assist with incident resolutions.

Important:

- Please do not send support requests direct to individual personnel. They cannot always respond to support issues when travelling and serving other clients.
- When emailing attachments please ensure the files are compressed. If the file is larger than 10Mb please contact support.

Remote access tools

We can use remote access tools, such as GoToAssist and Webex, to view your screen, take control or instruct you on what steps are needed.

Support packages

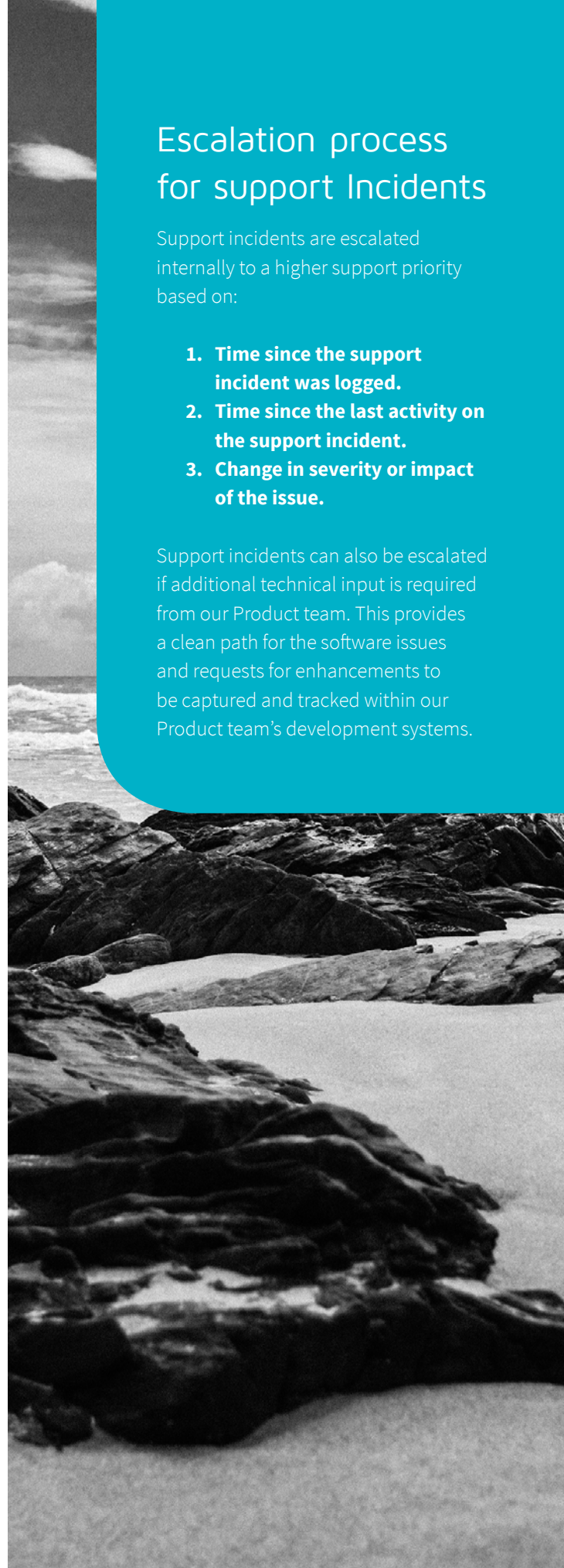
Support packages can be used to log issues for faulty objects or objects of interest. They assist our support team to 'visualise' the issue experienced by you. Support packages reduce the number of support steps required to resolve cases as we can often quickly identify issues when presented with a complete picture of the issue. Please request a copy of our 'How To' guide for generating a support package.

Escalation process for support Incidents

Support incidents are escalated internally to a higher support priority based on:

- 1. Time since the support incident was logged.**
- 2. Time since the last activity on the support incident.**
- 3. Change in severity or impact of the issue.**

Support incidents can also be escalated if additional technical input is required from our Product team. This provides a clean path for the software issues and requests for enhancements to be captured and tracked within our Product team's development systems.



Knowledge base

Our Knowledge Base is an additional resource you can use to find out how to solve an issue yourself or to gain more advanced knowledge about a number of topics. We understand giving you the option to search for a solution to your own problem allows you to receive a greater understanding of the issue you may be experiencing.

If you can't find an article covering your needs, please let us know so we can continue to grow our Knowledge Base.

Object source control

There can be considerable time, effort and knowledge in the construction of objects within a GIM Suite workspace. Hence, it is important to manage these objects with a system that reflects their importance.

We store copies of GIM Suite objects constructed as part of your implementation and subsequent support in a source control system to retain the information making up your GIM Suite workspace.

If one of our support offices needs to assist your site in another geographic region, we have knowledge of your site-specific implementation and workflow.

Issues not covered by support

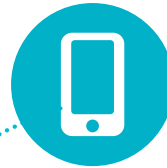
Modification of existing objects, or construction of new GIM Suite objects (e.g. import or report objects) fall outside normal customer support. Please ask your nearest acQuire office about assisting with these requirements on a chargeable basis.

Supportability

Around-the-world: all zones



Remote support
Emailing tools & briefcase



Telephone



Email

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