



Support

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Our UK based helpdesk is open from 9am – 5pm, Monday to Friday (except Bank Holidays). Each client is assigned a client code for logging calls. There are two ways to log a call:

1. Via the telephone
2. Via email

Each client enters into an annual support agreement which is tailored to meet the needs of the client. This can include regular visits to the client's offices to provide support and guidance. These regular visits can be weekly, monthly or as needed by the client. It usually varies as to the client's size.

Remote logins are provided to each client as part of the support agreement so that problems with the software can be rectified quickly and easily from any Internet browser in the world.

A 2 hour response time to telephone calls is guaranteed with all of our agreements. For registered clients, a 0800 free phone number is also provided so that the calls to the helpdesk are free.

Email support is handled on a first come first served basis and response times are usually within 48 hours of receipt of the email and are generally used for non urgent issues.

We also encourage clients to provide ideas for enhancing our software in the future.

