APH Service & Support Guidelines

The purpose of this document is to outline our support and service delivery process for our clients.

Logging a Support Ticket

Support Desk Hours

We understand your business hours vary and that key system processes are required to function reliably outside of normal hours.

We offer as standard support desk as below;
Weekdays (Monday to Friday) 8:00am - 5:30pm

Call Logging

There are 3 simple ways to log your support tickets:

+44 (0)161 442 2603

For enquires relating to:
SAP Business One - sap@aph.solutions
General IT Support – help@aph.solutions
Global 3000 Support – global@aph.solutions

https://eu.myconnectwise.net/aph
To request a login to our customer portal, please contact your account manager.

Each time you raise a support ticket, we will record the request in our service management system. You will be asked to provide a clear description of the problems. Any examples, screenshots and details of any investigation you may have carried out yourself will help us troubleshoot the issue more effectively.

Our process will assess each call as it arrives and provide a solution, fix or temporary workaround wherever possible. If the call is not resolved at this stage it will be allocated to a consultant who will own it to resolution.

Response times

Your call will be prioritised according to the urgency and severity of the problem and the impact on your business. Issues affecting your ability to trade are given the highest priority, while cosmetic issues and issues that can be worked around, are given a lower priority.

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Business Impact	Severity - Number of Users Affected		
	High Severity Whole Company is affected	**Medium Severity** Departments or large group of users are affected	**Low Severity** One user or a small group of users is affected
High Impact Major Business processes are stopped	**Critical**	High	Medium
Medium Impact Business is degraded but there is a reasonable workaround	High	Medium	Low
Low Impact More of an irritation than a stoppage	Medium	Low	Low

Once a ticket's priority has been established, an SLA timer begins for the ticket. The chart below defines each priority and the expected SLA response times. Our goal is to hit SLAs 100% of the time.

There are 3 levels of call priority;

Priority	Definition	Example	Response time
Critical	Service not available – all users and functions unavailable.	• Server failure • Internet circuit failure • System offline for the whole company • A business wide system has been hacked	1 Working hour
High	Significant degradation of service – large number of users or business critical functions affected.	• Invoice run has failed • Site wide printer outage • Email system unavailable • Data loss	4 Working hours
Medium	Limited degradation of service - limited number of users or functions affected, business can continue	• Workstation Crashed • Single virus or malware infection • Network connectivity issue • Single or small number of users cannot access the system	16 Working hours
Low	No degradation of service - The issue does not require immediate response and is not affecting the productivity of the business.	• Cosmetic/Reporting problems • Slow workstation	5 Working Days

APH Glencroft House, Vale Road,
Heaton Mersey, Stockport SK4 3QR
t: +44 (0)161 442 2603 e: hello@aph.solutions

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In most instances the support desk can resolve problems through secure, remote access to your system. Effective remote access can enhance the speed and efficiency with which your support calls are resolved. In the event on an ERP issue we may occasionally require system backups to allow us to work locally in replicating or fixing an issue. We will use the test database(s) of your system at such times.

Some issues may be designated as training issues or change requests, these are outside of the standard SLA scope, we can still help you, but this may require a separate agreement or quotation.

Change Request

Definition of a Change Request

A change request is defined as any work effort required by APH to accommodate a decision made by or change implemented by the client or third party that isn't covered by a previously agreed change request or support care pack

Examples of change requests include:

- Equipment configuration and installation for new starters (existing and new equipment)
- Requests from third parties for firewall rule changes
- Upgrading a system to accommodate a new application
- New members of staff who require training on the system or existing staff who are expanding their role and require wider training
- Setup, licencing of and administration of authorisations for new users or users that have changed their role within the business
- Configuration changes or customisations to accommodate new or changed business processes or new users
- Correcting an error made by a user of the system
- Upgrading the SAP Business One/Global 3000 system or its components to take advantage of new features or to install a maintenance version to fix a problem
- Consultancy to investigate implementing a new process or system within the business

Examples of work that is covered as part of your support and maintenance contract include:

- Responding to problems reported by trained users of the system
- Managing support issues that require support from vendor or other software suppliers
- Changes to a system required to implement a feature that is included in and has been agreed as part of an existing change request or support care pack
- Resolution of issues relating to a configuration or customisation that APH have implemented that haven't been caused by a change or decision made by the client

Logging a Change Request

All change requests can be logged using the same means as above.

Each time you place a change request enquiry, whether it be for a system enhancement, training or other assistance, your request will be logged on our system. We will assign the one of our team to discuss the requirements and formulate a specification if necessary. The work involved will then be estimated and a change request document issued on either a fixed price, or time and materials basis dependant on the complexity of the requirement. If you wish to proceed, a purchase order should then be provided by you for the work. The work will be scheduled and monitored by our service delivery team.

With regard to development work, we will ensure any change is tested before being released. The work will be delivered with guidance from a consultant on the functionality, if required. We expect that all new functionality is thoroughly tested by your users in a test environment before it is released to the live system.