Customer Support Handbook

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About the Support Handbook

The V1 Support handbook is here to guide you through getting the best from V1 Customer Support. We will explain how you can utilise your support options to maximize the benefits for you and your organisation. Unless otherwise stated, support in the context of this document refers to application support.

Please note that information in this handbook can be subject to contractual variations, and may change at any time to improve on the level of service that we provide.
The latest version can always be found at: www.weareV1.com/supporthandbook

About V1 Customer Support

V1 customer support is committed to delivering an exceptional service, and to partnering with our customers to ensure the successful deployment and use of solutions and services. We continually review our practices to improve internal operations and deliver a service that meets your diverse business needs. Our support teams are staffed with experienced support professionals who are knowledgeable about V1 products and related technologies. For details around how to get in touch with our support teams please refer to Contact the Support Team.
Our Support Services offer:

- General system queries and advice
- Incident submission, management and reporting
- Knowledge Base and/or FAQs
- Product feedback mechanism
- Software maintenance and legislative updates
- Some 1st line support for Third Party products supplied and/or shipped as part of the V1 solution.

All incoming customer enquiries are answered directly by our support teams according to expertise and availability. The support management team monitor open incidents and make available appropriate resources to facilitate the resolution of support cases. This process provides a formal mechanism to deal with more complex issues and ensures that the V1 high standards of customer service are maintained.
As part of our continuous improvement plan we are always keen to understand how you feel about the service received when interacting with V1. Every time we close a case, an online questionnaire will be sent asking for feedback on the service you've received from the V1 support teams. This is used to monitor and evaluate the service we deliver and to ensure we improve your experience with V1.

V1 Support Services

Customer Portal

The customer portal is one of the interfaces between customers and the V1 support teams. It is available 24 hours a day, seven days a week, 365 days a year, and provides a quick and easy way to log your support case and a central point of contact for assistance with your queries.

Case Creation and Management

The portal is the quickest method to create new cases, as well as being the only place to see and manage all of your existing cases. When raising cases via the portal, you have the ability to select either an Incident, Service Request or Change Request. This case then routes directly through to your support team who may reassign the case type to ensure that cases receive the appropriate concentration. For explanations of the tickets you can log please see Types of Support Request. On the portal you can determine the priority level with the exception of Priority 1 cases which should be logged via the phone. Similarly to case types, our support team may review the priority of the case once logged. For details regarding priority levels please review our Priority Levels and SLA's.
As part of our continuous improvement plan we are working on enhancing your user experience, and have started to introduce visibility of our cases with our development teams (Problem records). Though currently limited, we are actively working on Problem visibility to ensure you can track and monitor all aspects of case progression through your support portal.

Knowledge Base

Our extensive knowledge base is your centralised point of product information: from how to guides to FAQ's, these articles cover key information, commonly asked queries and features related to our software and is continually growing to serve you as quickly as possible. As we continue to grow our existing base, we will also be introducing Training Nibbles; these are video guides created by our Professional Services and support teams that provide a free walkthrough of commonly asked questions.

Release Notes and Downloads

You can use the portal to instantly access newest releases, latest patches and downloads, with all related release notes. You don't need to log a case, this is all up-to-date and available for you to access.

Important Resources

All key resources from latest policy information to product roadmaps and details around the training we offer are stored on the portal.

Registering for the portal is easy, just contact our V1 support team to generate your unique login.

Additional Self-Help Resources

Beyond the resources available on the portal, our software has inbuilt help files which replace the traditional "User Manuals". Some have search functionalities to help assist you with your queries, which can facilitate a quick turnaround by providing detailed information on a specific area of the software.
Training Notes are another resource which we advise you to utilise. During Customer End User training we encourage you to make notes which can form part of your personal knowledge base and should be viewed as a source of information, which may be used to resolve an Incident.

Before You Contact Us

There are several steps you can take to help our support teams resolve your issue as soon as possible. Where possible, please try recreating the issue and determine any contributing factors so you will be able to let our support professionals know the business scenario and impact. In most cases, our teams will need to recreate the issue themselves before they are able to resolve it, and providing these steps will assist in reaching a swift resolution to the incident.
Where appropriate, please explore with your local IT infrastructure support team or Super User before contacting V1 to raise a support request. 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. For further details please see Requirements for the Provision of Support.

Contact the Support Team

There are a number of options available to you when contacting our support teams which are detailed below:

- Customer Portal
  For an overview of all key portal features please refer to Customer Portal

- Phone
  You can call our dedicated support lines to speak directly with one of our experienced support professionals.

When you log an incident with support, please ensure that no Personal Identifiable Data is included in the communication. For further details, please review Personal Identifiable Data. Specific details regarding contact hours can be found in the Appendix.

Speed up the Resolution Process

When contacting the support teams providing the following information (where applicable) can expedite the process of reaching a resolution:

- Your organisation name together with your name and contact details
- Product/Service, version and module where the issue is occurring
- The area/screen where the issue is occurring
- The priority level, for help on how to determine this please see Priority and SLA's
- The Case Reference Number (if calling regarding an existing case)
- Whether the issue is reproducible, with corresponding steps to recreate
- The number of users affected
- Whether there have been any changes to the system recently.

Types of Support Request

There are four categorisations of support requests which are outlined in the table below:

Case Record Type	Definition
Incident	An Incident is an unplanned interruption to an IT service or reduction in the quality of an IT service
Service Request	A Service Request is a user request for information or advice. A Service Request can be part of a support request or standalone
Change Request	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

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 our problem management process using a problem record. If this is the case, we will keep you informed throughout the investigation until a permanent fix is available.

Priority Levels and SLA's

When creating a case a priority level will be determined by mutual agreement between yourself and V1. For Priority 1 cases we always encourage our customers to log via the telephone to ensure that they receive the relevant attention as quickly as possible and minimise any disruption to your operations. Once a priority is allocated, V1 will very rarely alter the priority of an incident and will never do so without discussion with you. Any data breach will be initially accepted as a P1 but may be downgraded to a lower severity level based on the impact and risk analysis.

The priority of an incident will direct the application of resources within V1 support services. For all priorities you should expect to receive email confirmation that a case has been raised. You may also receive additional information or be contacted by a support professional within this hour, depending on the priority of the incident raised.

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

An appropriate SLA or Service Level Agreement is assigned to each of these priorities and consists of a 'Target Response Time'. Target Response Time consists of both a First Response and Resolution target, and this initiates when a priority is allocated to a case.

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 or data fix, our 3rd line resolution targets will apply.

If during the investigation of the issue, Support discovers that the fault is potentially with the client's infrastructure, server configuration or Anti-Virus setup then a call will be arranged to discuss the fact that any further work could become chargeable, due to the fact the issue may not be related to the supported application.

Our standard SLA's can be found in the Appendix, and can vary depending on your product(s), service and date of contract. To determine your exact SLA's please check your contract.

Case Status

Each case logged with our support teams is assigned a Status. You will have visibility of the status code on the portal, and this reflects:

- The status of the issue
- The party the Incident is awaiting action by (Customer, V1, Third Party)
- Whether the SLA clock is active or paused

Whenever you update support via the portal the case status will automatically update to "Review".

Hours of Operation

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).
Customers outside the UK may have separate contractual arrangements for support and should contact their Account Manager for clarification.
Outside of contracted hours issues may still be logged via our customer portal, where our knowledge articles can also be reviewed which may offer resolutions.
Specific contact hours are detailed in the Appendix, or can be found in your contract.

How to Request Further Assistance

V1 support services have internal procedures in place to monitor and internally escalate incidents, but there may still be occasions where you may wish to increase awareness of an Incident.

Further Assistance should be used when you feel that the normal support process is failing to provide an adequate resolution to an Incident, and such failure is adversely affecting your business operation. Please refer to the Appendix for our standard Target First Response Times.

Assistance can be requested either via the customer portal or by contacting one of our support professionals. Requests logged via the customer portal will become active once they are confirmed to meet the relevant criteria. Once a request is logged on the case, the relevant V1 support professional is alerted in order to initiate the relevant actions.

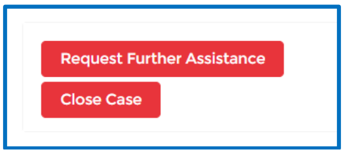
The following table describes the escalation process and appropriate actions at each stage:

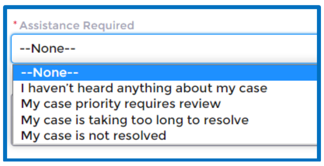
Escalation	Escalation Point	Actions
First	Support Professional	Review Incident. Develop plan. Implement plan
Second	Team leader/1st Line Support Manager	Review plan. Review previous escalation; Develop and implement new plan
Third	Support Management	Review Customer situation. Develop and deploy relevant departmental resources
Fourth	Head Of Support or Service Delivery Management	Review Customer situation. Develop and deploy relevant company resources

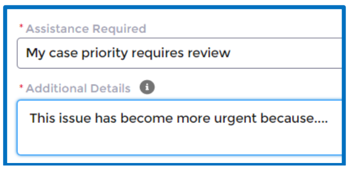
Where to escalate an incident on the Portal

Log into the portal and navigate to the *Cases* section. Open the case which you would like to request further assistance with.

In the top right of the screen you will see a button which allows you to request assistance, populate a reason from a drop-down menu, and a free text box for you to offer further context.







Once you have submitted this request, the support team will review it and get back to you as soon as possible.

Support Delivery Information

Remote Access

V1 may require remote access to your system via ScreenConnect for the purpose of resolution of Incidents and Problems that need to be further investigated. Failure to allow remote access may result in considerable delays in resolving Incidents.
Reasonable endeavours to reach a resolution will continue to be provided by telephone and the customer portal. Alternatively, support may request a copy of your data for further testing.

Data Requests

There may be instances where your data is required in order to carry out testing and to ensure minimal disruption to your operations. In these instances, you should ensure data is anonymised before it is supplied to support. If it is not possible to anonymise the data, V1 support may need a copy of the data which includes Personal Identifiable Data in order to resolve the Incident. On request, we can write scripts to anonymise data on a chargeable basis.
Any customer data supplied to V1 will be held on a secure server in the UK but for the purposes of resolution, controlled remote access may be given to V1 Development teams based outside of the EEA in India. At no time will the 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.
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.

Virtual Environments

V1 products are certified to run in a virtual environment such as VMWare. However, some of our Technology Partners, such as Oracle, have their own policies regarding virtual environments. In these instances 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.

Product Support Lifecycle

Updates, Upgrades and Feature Enhancements

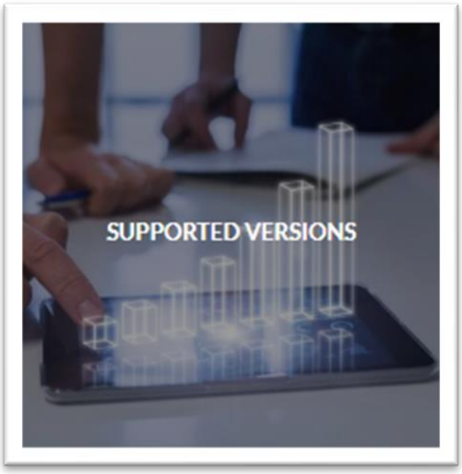
V1 recommend that customers keep current with the new releases and software maintenance updates to take advantage of advancing technology, legislation and customer-inspired enhancements. Access to these new releases is your entitlement by investing in your maintenance and support contracts.
Maintenance 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.
Legislative updates 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.
As and when new major releases are issued, older versions 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. Variations to transitional support are separately chargeable in addition to standard support fees and are solely for the purposes of assisting you with 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 Supported Versions Policy will receive limited support, where our support professionals will apply reasonable endeavours to provide assistance. When a version is eventually retired, the only support option available is online self service via the available knowledge bases on the support portal.
Any customer who does not renew annual Support and Maintenance may be subjected to additional fees. Costs may be incurred from maintaining retired hardware and operating systems, and/or extra charges from V1 for support and maintenance agreements.

Supported Versions 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 former releases (Active Versions in the Version Timetable). Older versions are categorised as either with 'Limited Support' or 'Retired'.
Exceptions may occur where, for example, Third Party components require V1 ceases support earlier. In these circumstances V1 will notify you of any changes to your support where appropriate to do so.
Please refer to 'Supported Versions' on the portal for further details including the Version Timetable, as the policy varies dependent on product.



Data Protection Policy

Our Policy

We have worked hard towards establishing an efficient data protection compliance framework within our organisation and comply with our obligations towards processing Personal Data.
For details regarding our Privacy Statement please visit the V1 website: https://www.wearev1.com/privacy/
Alternatively, our full data protection policy or GDPR FAQ is available on request. Please contact our support teams who will be able to provide this to you.

Personal Identifiable Data

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

Appendices

I Support Team Contacts

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).

Managed Service/hosted solution support

As set out in your customer contract, support may be offered up to 24/7.

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. Although V1 provides interfaces and/or integration with various 3rd party products (e.g. 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.

Outside of contracted hours issues may still be logged via our customer portal at https://customers.wearev1.com

The following table will provide contact information for each of our products including hours of operation and phone number:

Product Area	Product	Hours of Operation	Phone
V1	V1DM	9.00am – 5.00pm Monday to Friday (excluding UK Public Bank Holidays)	0330 1229510
	V1LTM		
	V1PA		
	V1PSA		

II Target Response Times

Our standard SLA can vary depending on product set and date of contract. Please check your contract for your agreed SLA targets.

Where 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. Dependent on product, the SLA clock does not run during weekends or English public holidays. Dependent on Status, the SLA clock may also cease to run i.e. if we are awaiting information from the customer or if you are placed on Support Hold.
To meet these target resolution times, it is essential our support professionals have remote access to your system. Where authorisation is required to access your system, the SLA clock will be paused until access is granted.

First Response SLA (in minutes)

Priority	Target First Response
1	60
2	240
3	480
4	N/A

Third Line Defect Resolution Policy

Priority	Business Impact	Third Line Defect Resolution Policy
1	All or significant functionality unavailable, causing a significant operational impact or system unusable	Priority 1 Defects within the latest release will be hotfixed
2	Significant functionality unavailable, but interim workaround is available and acceptable based on reasonable business criteria	Priority 2 defects will be resolved in the next major product release
3	Certain aspects of functionality not operating correctly, or minor operational impact, inconvenient	Priority 3 defects will either be 1). Resolved in the next major release 2). Planned against a future release 3). Closed if deemed uneconomically viable
4	Minor defect or cosmetic discrepancy	Priority 4 defects will either be 1). Planned against a future release 2). Closed if deemed uneconomically viable

III Requirements 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, V1's ability to provide Support Services may be adversely affected, sometimes to the extent that the investigation and resolution work may become chargeable.

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 they have completed. If the level of support required is higher than the training that the 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, these are outlined in Enhanced Support Offerings or can be discussed with your Account Manager.
Training is provided by V1 but not as part of the Support process. V1 support or our Account Managers can advise Customers on the most appropriate training, and how to arrange this.

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.

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.

IV Enhanced Support Offerings

Premium levels of support are available (Charged-Super-Ultra), please speak to your support team or Account Manager for more information.

Get in touch about how V1 can benefit your business:

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