

Support Guide



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Introduction

K3 supports more than 600 SYSPRO and Equator sites throughout the UK and overseas locations. That support is provided by a team of people with extensive knowledge of the software and the environments it runs in.

Independent research conducted in February 2007 surveyed a broad spectrum of K3 customers and concluded:

“The support desk function, characteristically an area of complaint for software companies, was exceptionally strongly referenced by clients across the organisations and there is evidence of K3 improving this function post acquisitions”.



We hope this reflects your own experience and that this guide will help you get even more from K3's support desk service.

Your support desk

To help you with the continued smooth running of your systems, K3 provides a dedicated support desk function for all day-to-day system queries and problems. The role of the support desk is to ensure your support calls are dealt with promptly and any problems are managed through to a satisfactory conclusion, as quickly as possible.

We will always try to resolve your call on first contact but the support desk also provides a central point for call escalation, should it become necessary. Whilst the support desk is not in itself a training facility, we will monitor the frequency of your calls and scale of your problems, so you can be alerted to potential training or system issues.

The support desk service is underpinned by regular proactive monitoring of customer satisfaction levels to ensure we continue to deliver the service our customers have come to expect from K3.

Support desk hours

Your standard contract provides you with support desk cover between 9.00 a.m. to 5.30 p.m. (GMT), Monday to Friday. If you need additional support cover outside of these hours - for example if you work shifts or need ad hoc support at stock take or at year end - please contact your account manager.

Support desk staffing levels

The K3 support desk is manned Monday to Friday during normal office hours, by a minimum of five SYSPRO specialists, one Equator specialist and one network and communications specialist. All our support desk staff have extensive systems, as well as industry and customer service experience.

Applications supported

Every year, you will receive a licence and support fee statement from K3's software licensing department detailing all the applications covered by the support desk. If you are uncertain which applications are covered, you can request a duplicate statement from your account manager.

Customer-nominated contacts

For the most effective support cover, you will find it best to appoint one or two individuals as nominated contacts for the K3 support desk. We will, of course, provide support to anybody within your company, within reason, but filtering calls through a nominated contact will greatly improve your own understanding of how your K3 system is working, both for your business and your employees. It will also allow you to keep control over system issues and it will enable us to increase the system knowledge and awareness of your nominated contacts. So as time goes by, your nominated contacts will be able to deal with issues without necessarily having to refer to the support desk, saving you time and keeping your system running efficiently.

Logging a support call

To log a call, your nominated contact can phone, email or fax the support desk. It will help us resolve your call more quickly if they gather as much detailed information as possible on the problem before placing the call.

Every time you make a support call, it is given a unique number and entered into our central database. The database holds all your contact and company details, as well as the applications and modules currently running on your system, plus other relevant information to help us resolve your system problems in an efficient and timely manner.



If you log a call by phone, you will be greeted by the receptionist. Please tell the receptionist you would like to place a support call and they will log your call. You will be asked for your name, company name and a brief description of the problem. Your call will be logged and you will be given your unique support call number for you to quote if you want an update on the call, or if you subsequently want to provide additional information to the support desk.

To log a call by email, send a description of the problem to support@k3scs.com. Your call will be logged and your unique support call number emailed back to you.

Once your call is logged with the support desk, it will be responded to in turn and we aim to respond to your call within 30 minutes during normal working hours. As your call is progressed, the support desk database is updated so you can monitor how your call is progressing, using your unique support call number as a reference.

Remote access

In some instances the support desk can resolve problems through secure, remote access to your system. In general this method is used for the resolution of critical issues. We strongly recommend you discuss with the support desk, or your account manager, the different methods of providing remote access to your system as this can greatly enhance the speed and efficiency with which your support calls are resolved. There are various options available; for example, we can use Webex software to see your operator's PC or we can connect via VPN and a range of other software solutions.

Call handling

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

There are five levels of support call priority:

Priority	Level	Description
1	System down	This is when all work has stopped. We give this type of call absolute priority and aim to put you through to a support desk staff member immediately.
2	Work stopped	This is when an individual operator has a problem, stopping them processing.
3	General problem	This is the default call priority, for general processing problems or queries.
4	Advice & guidance	These are calls where you have questions on specific system functions or processes, or you need a little help with reports.
5	Enhanced support	These are calls where you discuss business processes or business requirements.



Support Desk Contact Details:

Telephone: 0161 876 4498

Email: support@k3scs.com

Fax: 0161 876 4502

The support desk has an in-built call escalation procedure, which monitors calls and alerts relevant managers, account managers and consultants where necessary.

Some calls may require second-line support. For example, our development team may need to follow an 'animation' process to replicate the problem you are experiencing, in which case we may ask you to provide a data back-up. Other problems may require remote system access. Some problems may be designated as training issues, or as requiring on-site assistance, in which case we will arrange a site visit with you. This will normally be chargeable and will require a covering purchase order.

Other problems may result in queries or errors being logged for bug-fixing with the software development department or, in the case of third-party products, with the software authors.

Support call statements

At the end of each calendar month, we will email a support call statement to your nominated contact. The statement will detail the status of your support calls - those calls closed during the preceding month and those still open. The statement will provide details of each problem and its resolution, and we recommend you keep your statements to refer to in the case of any problem recurring. You can request ad-hoc statements from the support desk at any time.



Escalation procedure

Escalation involves the notification of support call issues to a higher level of authority. There are three levels of escalation.

1. Customer Services and/or Quality Assurance Manager
2. Technical Director
3. Managing Director

We also offer optional support for those elements of the operating system required to run your application software, which are not covered by your standard support contract. We can provide first-line support for infrastructure components such as Windows XP, Microsoft Exchange, proxy server, fax server, internet information server (Web), and SQL server.

Level	Reason	Instigated by	Escalated
1	Major Failure	Support Analyst	Customer Services Manager
2	Major failure unresolved by end of day	Customer	Technical/Systems Services Manager/Director
	Second repeat call	Customer Services Manager	
	Non urgent call unresolved after 48 hours	Customer Services Manager	
3	Major failure after 24 hours	Technical/Systems Director	Managing Director
	Adverse customer reaction or complaint	Any	

Escalation points

Network support

Before you install any updates to your operating systems etc, we recommend you check with the support desk that there are no compatibility problems.

Some network support queries are covered by your standard support contract – those which relate specifically to your K3 system and user setup.

As a Microsoft Gold Certified partner, K3 can design, implement, manage and support your network. On average our networks and communications specialists have over 10 years experience and provide a one stop shop for all network and communication requirements, including updating legacy systems to the latest supported technologies.

If you want to extend your support contract to include any of the above elements, please contact your account manager, who will review your requirements with you and advise you of any additional charges.



Other support desk services

The support desk can provide additional, optional services, such as report writing, SRS report design, DFM contract set-up, VB scripting, Microsoft Word template design and network-related issues. Just ask the support desk or your account manager for details and scale of charges.

Additional support resources

As well as the K3 support desk, there are other complementary sources of help you may find useful.

Both SYSPRO and Equator contain extensive online 'help' files, which you can access within the product by pressing F1 on your keyboard while logged into the relevant package.

SYSPRO has recently unveiled its improved 'Support Zone' service, so this is perfect time for you to register and take advantage of the information on the SYSPRO website (www.syspro.com).

The SYSPRO Support Zone is free to use and contains information on past, current and future product releases. It also has Frequently Asked Questions (FAQs) and tutorials covering a range of topics across the different SYSPRO modules.

Registering with the SYSPRO Support Zone allows you to keep up to date with product enhancements and weekly port releases. For current issues, you can also subscribe to the free, weekly Support Zone Newsletter, which includes a regular feature promoting upcoming software releases.

To register on the SYSPRO Zone, simply follow the instructions below and you will receive your login details within 48 hours. Once your registration details are verified, your login will be activated. Go to:

www.syspro.com

Select the Support Zone link which will take you to this registration page:



Select "New Account Registration"
Complete the registration form and "Register"



Customer satisfaction survey

We hope your customer experience with K3 matches up to expectations. However, we don't like to leave this to chance. Since 1987, K3 has been conducting monthly customer satisfaction surveys to ensure we are aware of all relevant customer feedback. Just like any month end process the survey results are distributed to managers and directors alike.

We allocate 15 days per month to an administrative staff member with no allegiance to either our service or sales departments for this survey. In these monthly calls we ask you about your satisfaction with the service you have received from K3; we are interested to hear your views on the support desk, sales, administration, accounts, training, website content and documentation.

We will ask you to rate us according to the following scale:

1. Excellent
2. Satisfied
3. Dissatisfied
4. Very dissatisfied

Any scores of 3 or 4 will be reviewed by K3's managing director and reviewed at the monthly management meeting. An action plan is put into place to bring the level of service back up to 1 or 2 in time for your next customer service call.

Support desk staff profiles

Support desk managers



Kieren Beaton

Kieren worked for SYSPRO South Africa as distributor support executive before moving to the UK in 2001. Since then she has continued to support the SYSPRO product and has moved up to become a support manager. Kieren previously worked in the finance department of a manufacturing company before she made the transition to IT and took up the role of systems administrator, supporting SYSPRO. She has knowledge of all aspects of SYSPRO.



Anja Soejberg

Anja has 16 years experience in industry. Prior to her time as a SYSPRO support desk manager, she held roles in shipping, production and IT at a Manchester-based manufacturing company. Anja previously worked in customer-facing roles in Germany and Denmark SYSPRO and Equator support.

Support desk experts

Nigel Barratt

Nigel has over 10 years of SYSPRO experience, originally as an IT Manager before joining K3 as a consultant eight years ago, to implement SYSPRO and CRM. His technical background and experience of programming have been invaluable assets on the support desk for more complex issues.

Gary Burgess

Gary comes from an accounting background and has over 20 years of SYSPRO experience, in particular specialist skills in SYSPRO financials and the Equator product.

Patricia Ferguson-Trish

Trish has previously worked in manufacturing and distribution environments. She joined K3 nearly 10 years ago to work in the accounts department handling licensing, contracts and purchasing. A transition to support in 2002 was prompted by Trish's attention to detail and logical approach to problem solving.

Matthew Gordon-Box

Matthew is an experienced consultant in all aspects of human resource (HR) products and new tools such as advanced quality management (AQM). He also has extensive development experience in electronic data interchange (EDI).

Tricia Miller

Tricia has over 10 years experience as an all-round SYSPRO user. She joined the support desk in 2002 and has become an integral part of the support team with a solid knowledge of all SYSPRO modules and related software. She also has a good working knowledge of HR and Equator.

Tobias Muskatewitz-Thoma

Before joining K3 in 2003, Tobias worked in the IT department of one of the world's biggest SYSPRO customers supporting the company's SYSPRO ERP environment. He is based in K3's German office, and supports and implements SYSPRO in German and English language versions, using his extended knowledge of the software and peripheral systems.

Clair Rohl

Clair comes from an accounting background and has 10 years experience of SYSPRO ERP, both as a user and more recently as a consultant, implementing financial, distribution and manufacturing modules in South Africa, before relocating to the UK. She moved onto the support desk in 2005 where she has been able to apply her extensive customer-based experience.



Jerris Sellman

Before relocating to the UK, Jerris was an experienced implementer of SYSPRO financials and distribution in South Africa for 10 years. She joined K3 as a consultant in 1999 and 2 years ago moved to the support desk to utilise her skills there. Her particular focus is troubleshooting complex business problems.

Nicole Wright

For the past 16 years Nicole has implemented, supported and trained many of our clients on SYSPRO, Equator and CRM, both in the UK and South Africa. Nicole is currently working with our support team on a part-time basis whilst her family are young.

Networking and communication

As well as having extensive experience in system implementation projects, all our networking and communication specialists are highly-skilled in the implementation and support of SYSPRO - and Microsoft-based infrastructures.

Neil Homer

Neil specialises in the design, implementation and support of Microsoft-based networking infrastructures, built around the core K3 systems, including Active Directory, Exchange, Internet Technologies and Remote Access/Wireless solutions. As a Microsoft Certified Professional (MCP), he has extensive experience in designing, deploying and managing networks for small- and medium-sized businesses.

Matthew Murray

Matthew specialises in implementation support of all SYSPRO & Microsoft technologies, including upgrades to existing environments as well as new implementations - virtual environments; exchange servers; active directory & Microsoft CRM. Mathew has a BSc honours degree; he is a Microsoft Certified Systems Administrator (MCSA) and Microsoft Certified Professional (MCP).

Aaron Wilcock

Aaron specialises in implementation support of all SYSPRO & Microsoft technologies, including upgrades to existing environments as well as new implementations - virtual environments; exchange servers; active directory & Microsoft CRM. Aaron is a Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Professional (MCP) and Microsoft Certified Business Management Solutions Specialist (MCBSS) with CRM; he is also a CompTIA A+ and Network Certified Professional.

Important contact details



Remove sticker and place in a visible position.





About K3

K3 are now the world's largest supplier of SYSPRO ERP systems – one of the most widely installed Enterprise Resource Planning applications. We are SYSPRO's sole UK distributor so our customers benefit from local supply and support backed by SYSPRO's global organisation.

Coupling robust, advanced functionality with first-class service and support, K3 Enterprise Resource Planning (ERP) solutions are designed to address manufacturing, supply-chain, distribution, financial, customer management, human resources and e-commerce needs. Together with our web development and e-commerce team, we are well positioned to deliver fully-scalable, integrated Enterprise Resource Planning and manufacturing solutions to a diversity of markets across the UK and Europe.

