

Premium Support



Telephone Support

Software support cover via our dedicated helpdesk Monday - Friday 9.00am - 17.00pm.

Access to product updates and bug fixes - applies to licensed version and modules.

Remote Support

Remote connections to your Workstation or Server allowing our Support and Technical teams to further assist in diagnosing and resolving your Support Incident.

Email Support & Ticket Logging

Email ticket logging with automated ticket reference.

ePortal & Knowledgebase

Log, check and update tickets via the support ePortal. Access and download knowledgebase information.

Customer Satisfaction Survey

Have your say and tell us what you think via our Support satisfaction surveys.

Newsletter

Stay informed about all product news for Vanquish Integrated People Solutions.

Onsite Hardware Repairs

Two onsite engineer visits per annual support period are included. Additional onsite credits may be purchased at preferred costs.

Return to Base Hardware Repairs

Repairs to your devices inclusive of labour, parts and return shipping costs.

Note: Return to base repairs exclude Access Control Hardware.

Incident Response and Resolution targets by priority:

Priority	Response	Resolution	Resolution Time
Urgent	2 hrs	2 days	All reasonable endeavours to achieve a temporary solution within 2 days and a permanent solution within 30 days.
High	4 hrs	3 days	All reasonable endeavours to achieve a temporary solution within 3 days and a permanent solution within the next scheduled product service release.
Medium	1 day	5 days	All reasonable endeavours to achieve temporary solution within 5 days and permanent solution within the next scheduled major product release.
Low	5 days	20 days	All reasonable endeavours to provide an explanation of any action within 20 days.

Vanquish – General Enquiries

T: 00 44 (0) 121 773 7222
F: 00 44 (0) 121 766 7097
E: sales@vanquish-ips.com

Vanquish – Support Enquiries

T: 00 44 (0) 121 773 7222
F: 00 44 (0) 121 766 7097
E: helpdesk@vanquish-ips.com

Priority levels:

Priority	Type of Failure	Customer Impact / Examples
Urgent	Major System Failure	Complete System Failure where users cannot continue to use the solution. This may include server failure (including loss of service where hosted by VIPS).
High	Major Failure	User continues working but product performance is unacceptable Key parts of the solution are unavailable to all users and no work around is available. Continued period of loss of communication to all VIPS hardware and where local storage of data to devices is not possible.
Medium	Minor Failure	User continues, product performance is deemed acceptable. A key part of the system is unavailable to one or more users. A key functional area is not available to all users. e.g. a specific report.
Low	General Queries	Request for information, documentation, upgrades paid work outside of SLA or non SLA requests. Incidents for customers not on a support agreement with VIPS.

Additional Services

For customers requiring Support Services outside of their agreed Premium Support SLA the following charges will apply. All costs exclude VAT, and shipping where applicable

Premium Support

2 no. Onsite Support Visit Credits	minimum number as part of Annual Support Agreement
Additional Onsite Support Services	£675 per onsite visit
Onsite Biometric Deep Clean	£675 per onsite visit (single location, maximum 3 units) + parts if required
Telephone Support	£0 inclusive
Remote Support	£0 inclusive
Return to Base Hardware Repairs	£0 inclusive (including parts & return shipping)
2 no. Additional Pre-pay Credits	£1,200 (£600 per credit)
5 no. Additional Pre-pay Credits	£2,750 (£550 per credit)
10 no. Additional Pre-pay Credits	£5,000 (£500 per credit)

Return to Base excludes Access Control

Note: SLA Response and Resolution Times Apply

Every care has been taken to ensure the information within this datasheet is accurate at the time of publication. However, to improve the quality, all specifications are subject to variation at any time. Please check our website or contact your account manager for the latest version