

Standard 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.

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

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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 Standard Support SLA the following charges will apply. All costs exclude VAT, and shipping where applicable

Standard Support

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|---------------------------------|------|---|
| Onsite Support Services | £720 | per onsite visit |
| Onsite Biometric Deep Clean | £720 | 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) |

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