

Multiple Incident Support Tickets

Anya Professional Support

New, Flexible Support System Launching 25th April 2007

Multiple Incident Support Tickets will offer an alternative to the annual support contract with effect from 25th April 2007.

Multiple Incident Support Tickets builds on our successful Pay As You Go support system and allows users greater flexibility in how they pay for support and who receives it. The advantages of the Multiple Incident Support Tickets system are:

1. More cost effective: you can simply pay for the support you use
2. Easy to plan ahead: buy a book of Multiple Incident Support Tickets in advance to save you money and be confident that your staff have the means to seek support from us as they need it.
3. Flexible: Multiple Incident Support Tickets can be used by anyone within your firm and for any Anya Designs software product.

Pricing from 25th April 2007

A single incident support ticket costs £65 +vat

Book of 5 incident support tickets costs £325 +vat

Book of 10 incident tickets costs £625 +vat

Book of 15 incident support tickets costs £925 + vat

What if I already have an annual support contract?

£ 980 + VAT per nominated user per module

£ 480 +VAT per nominated user per module sole practitioner

This will continue as described in your contract until the valid expiry date. That means that the nominated user under that contract will continue with cover for the software product named in that contract. Then you have two options: you can either renew your annual contract or convert to the Incident Support Ticket system.

And remember, if someone other than the nominated user under your annual contract requires our support, they can obtain it by using the Multiple Incident Support Tickets system. Likewise, if you require support for an Anya software product not covered by your existing contract, you can obtain it using the Multiple Incident Support Tickets system

How Do I Buy Incident Support Tickets?

Single Incident Support Ticket

This is purchased at the time you call up for support. You will be asked for a credit card payment at the beginning of the call. Once this is made, the support query will be handled to resolution.

Multiple Incident Support Tickets

These can be purchased either at the time you call up for support or in advance. If you wish to purchase tickets in advance, please call the Sales Team on 0870 402 9939.

What is an Incident?

An incident is a specific problem seen through to resolution. This resolution will include written confirmation to you of both the incident and its conclusion. An incident is very different from Training, Technical or Practice Consultancy. There is a specific definition of both incident and resolution below in the section headed **Definition of an Incident**. It is very important that you read this so that you understand the level of service you will get from our support team.

What if the Incident is in fact a Bug in the Software?

Bug reports are taken very seriously and are escalated to development as soon as they are reproduced in-house. If the culprit is determined to be a bug, you will be told which service pack or hot fix it will be rectified in. You will then receive a credit of one support incident.

What if the Incident is in fact a need for a Short Training Session?

If it is clear that you require training in how to use a part of the software, you will be offered a short remote training session. The cost for this is different and will be discussed with you at the time. We will not waste your support incident tickets on something that isn't actually a support incident as defined below. Remote training sessions cost £80 + vat per hour.

What if the Incident is in fact a need for Technical or Practice Consultancy?

Again, we won't waste one of your incident tickets on a matter that should be handled in a different manner. Our Technical Consultancy service offers advice on all matters that our outside of the technical issues we can assist with under the Support Service (full details are below in the section *Technical Issues We Will Help You With Under the Support Incident Service*).

Our Practice Consultancy service offers advice on all practice matters that are outside of the Support Service. This includes such things as general accountancy issues, resolving input mishaps and workflow processes around implementation of the software.

Technical and Practice consultancy rates start at £80 + vat per hour.

Definition of an incident

Anya Designs Support Desk provides assistance for problems with specific symptoms encountered while using an Anya Designs product, where there is a reasonable expectation that the problem is caused by the Anya Designs product.

Support is delivered on an incident basis either online or by telephone. A support incident is defined as a single support issue, being a question or an issue that focuses on one area of the product (For example, the use of a specific feature of the product or assistance with a specific problem or error message) and the reasonable effort needed to resolve it. The issue must be reproducible, that is can be recreated by Anya Designs on its own systems, and it must be directly related to Anya Designs software and not the interoperability of Anya Designs software with any third party products.

When a single issue may involve other areas of the Anya Designs product, addressing other areas constitutes a separate issue and requires an additional support incident. A single support incident may involve multiple phone calls, emails and off-line research. Anya Support Technicians are responsible for determining what characterizes a single support incident and communicating this to our customers. Our Support Technicians will make reasonable efforts to resolve the issue but Anya Designs cannot guarantee that every issue will be resolved to the customer's satisfaction.

Definition of the Resolution of an Incident

Resolution of a technical support incident shall be defined as accomplishing any one of the following:

- Providing a reasonable solution to the incident.
- Providing a reasonable workaround to the incident.
- Determination by Anya Designs that the incident is an enhancement request and forwarding the request to Product Management and Development for review.
- Escalation by Customer Support of the incident to Quality Control and Development for review
- Determination by the Anya support technician that the incident is related to a source of input that does not follow a published guideline or specification.

Technical Issues We Will Help You With under the Support Incident Service

1. Installation of Anya Designs Products

Provided you have an internet connection and your operating system is listed as supported, our technical support staff are happy to assist you in getting Anya Designs products up and running. If it is determined that one of the above conditions is not met, an alternative will be suggested and the support incident ticket will be closed.

2. Security settings

We will assist you with registry permission settings and server path mapping, provided you are logged in as the local administrator for the machine you are using.

3. Hand-holding during LSC Online Submissions

We will assist you with online submissions of your CDS6 and Consolidated Matter Report Form. This cannot however include resolving problems with the online service itself, which must be referred to the LSC.

4. Bug Determination

Bug reports are taken very seriously and are escalated to development as soon as they are reproduced in-house. If the culprit is determined to be a bug, you will be told which service pack or hot fix it will be rectified in. You will then receive a credit of one support incident.

Any other technical issues, including those relating to third party software or hardware, cannot be resolved using the support service. Our support technicians may however be able to offer an alternative general IT support service and will discuss this with you. This will involve an additional cost.

General Software Usage Issues We Will Help You With under the Support Incident Service

Our support technicians will assist with questions or issues that focus on using the Anya Designs software product you have; for example: the use of a specific feature or

assistance with a specific problem or error message. If the issue cannot be dealt with within the context of a support incident, you will be offered remote training as an alternative solution. This will involve an additional cost.

Accounts Software Usage Issues We Will Help You With under the Support Incident Service

Our support technicians will assist with questions or issues that focus on using the Anya Designs Accounts product you have; for example: the use of a specific feature or assistance with a specific problem or error message. If the issue cannot be dealt with within the context of a support incident, you will be offered remote training or a consultancy session with our qualified accountant as an alternative solution. This will involve an additional cost.

Support Incident Service Lead Times

Our support technicians will respond to all support incident requests within 8 working hours of receipt. If an outcome is not possible within this time framework, you will receive a communication to advise you of progress and when an outcome will be provided.

Please note that working hours are 9.30 – 5pm Monday to Friday. Working hours do not include weekends and bank holidays.

Fast Track and Out of Hours Support Service

If you have an urgent issue that must be fast-tracked or dealt with outside of office hours, you can ask for our Fast Track Service. There is a separate charge for this service, which you will be quoted for in full before proceeding.

Anya Designs Support Team
April 2007