



TriSys Business Software

Technical
Support
Handbook

May 2007

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About this Handbook

The technical support handbook introduces you to TriSys technical support. It will describe how to contact Technical Support, raise customisation requests and provide detail on release policies, support offerings and other valuable information to help drive product availability to meet your business needs.

1. WELCOME TO TRISYS SUPPORT

TriSys Recruitment Software was originally developed in 1992 and version 1 debuted at the Recruitment '94 exhibition in London.

TriSys Business Software was formed in 1994 to design, develop, market, sell, support and maintain the TriSys product suite.

TriSys is a completely integrated recruitment software suite comprising everything that a recruitment agency requires in order to carry out its business. All types of recruitment and industry sectors are supported such as contract, permanent, temps and executive search and selection.

TriSys provides 'front office' functions such as customer relationship management, recruitment workflow such as automated CV capture, vacancies, searching, sending CV's, interviews, drag and drop temps booking sheet through to 'back office' functions such as generating placement contracts, timesheet management, sales & purchase invoices, payments and export to various accounting and payroll systems.

This functionality is augmented by TriSys Web which provides real-time internet access to candidates to search and apply for vacancies and complete timesheets. Clients can search for candidates, maintain vacancies, view applicants and authorise timesheets.

TriSys delivers a host of additional features such as automated capture of all incoming and outgoing e-mail, integration with job broadcasting services, SMS text vendors and hosted CV services.

TriSys is used by over 400 customers worldwide mainly in the UK and Europe, but recently Middle East, Far East and Australasia.

The fastest growing segment of our business is the 'software as a service' model. TriSys ASP is an internet based application service providing a complete recruitment desktop virtual office environment comprising TriSys, TriSys Web, Microsoft Office, E-Mail, unlimited disk space, anti-virus, anti-spam available 24x7 from any computer or device with an internet connection.

One of the key unique selling points of TriSys is the forms designer which allows graphical drag and drop design of data entry forms, actions and reports.

2. TRISYS SUPPORT

As part of your Software agreement you will have purchased TriSys Support.

- Online Support and telephone access
- Remote problem analysis and assistance
- Global capabilities
- Unlimited number of calls and callers
- Customer determined incident severity level
- Online help guide
- Online incident tracking and update
- License Key information
- Product and documentation downloads
- Minor / major releases
- Patches / service packs
- eNews

3. CONTACTING TRISYS SUPPORT FOR ASSISTANCE

To ensure that you can reach us using the most convenient method available to you TriSys provides the following services:

- TriSysConnect is our Technical support online support website. It enables you to log and maintain incidents online. It also provides you with the ability to view Frequently Asked Questions (FAQs), published solutions, fixes and our online help.
- Telephone Support allows you to log incidents directly with a person and communicate with your Technical Support team.

Technical Support operates during normal published business hours

When calling TriSys you will be asked to provide certain detailed information. In order to save time, we recommend that you have the following information readily available.

- **Company Name**
- **Your Contact Information:** Name Email and Telephone Number
- **TriSys Product:** ASP/Server, Version, Release
- **Severity level:** Business Impact and Severity (See Section 4)
- **3rd Party Software:** Names Release (If applicable)
- **Technical Description:** What is happening, what were you trying to accomplish
- **Other Detail:** Error messages, System Logs, Screen Shots, steps taken to try to resolve the issue etc

Note: This information should also be provided when raising an incident via TriSysConnect

When you log an incident with Technical Support either by TriSysConnect or telephone you will be issued with an incident number (sometimes referred to as an issue number). This is a unique number assigned when any new incident is logged. It is an important reference and will be required when communicating with Technical Support about your incident.

Questions You May Have

Who from my Company can call Technical Support?

Any user from your company. It may be beneficial to coordinate your registered Users to ensure the most appropriate and experienced Users are contacting TriSys Technical Support as this may facilitate the progress of incident.

What are some TriSys Support limitations?

TriSys Technical Support is not obliged to provide product support on non-TriSys software or problems associated with products running on unsupported hardware, operating systems or third party software. However, any such requirements may be available on a chargeable basis.

Consulting services (e.g. architectural issues, installations, customisations etc) on-site support or support for End of Service / End of Life products are governed under separate agreements

4. HOW TRISYS TECHNICAL SUPPORT PROCESSES INCIDENTS

When you call or log your incident via TriSysConnect, a TriSys Support Engineer will contact you by telephone and/or email. We aim to have that first contact by telephone unless otherwise specified by you. If we are unable to reach you by phone, then we will generally follow-up via email.

Outlined below are our initial response time objectives, which are based on the Severity Level of the incident.

Service Level Response Time Targets based on Severity Level

Incident Severity	Initial Response Time	Service Level Descriptions
1	1 Hour	"System Down" or product inoperative condition impacting working environment
2	2 Business Hours*	High-Impact Business condition possibly endangering working environment. The software may operate but is severely restricted
3	4 Business Hours*	Low-Impact business condition with a majority of software functions still useable. However, some circumvention may be required to provide service.
4	1 Business Day*	Minor Problem or question that does not affect the software function.

Note: Depending on the defined Severity of the incident, TriSys' Technical Support aims to respond to each and every incident within the listed target timeframes (unless otherwise agreed with our Customer). Responses are defined as attempted contact by means of telephone or email.

For Severity 1 incidents during normal working hours we would encourage you to telephone us. This will ensure immediate attention and reduce delay. If outside of these hours, the web based TriSysConnect is the method of requesting immediate attention. See section below for further details of premium support.

You can change the Severity of an incident at any time by calling Technical Support or using TriSysConnect. It is important to ensure you have the right Severity level assigned to the incident as this will ensure we have the correct level of focus on your incident and it helps us to prioritise.

* Normal Published Business Hours

Diagnosing the Incident

Our Support Engineer will work on determining the nature of your incident. The support Engineer will work closely with you to assist in answering specific questions about your incident and if applicable, recreate the incident. Your assistance will help to identify and progress your incident

Progressing the Incident

Once the cause of your incident has been determined, the Support Engineer will identify an existing solution or continue to work the incident until a solution is found. This may involve gathering any additional information, recreating the incident or preparing, if necessary, for transfer to our Second-Level Support Engineers.

Our Support Engineer will log each step taken while working the incident in our system. At anytime, you can view progress and update the incident via TriSysConnect or contact the Support Engineer directly. The next action for the incident should be clear, i.e who is taking the next step and when it will occur.

If you need assistance at any time during the life of the incident, please feel free to contact TriSys Support.

Severity 1 Incident

When you encounter a Severity 1 incident, we realise that there may be a severe impact to your business and will provide continuous progress of the incident where possible.

To ensure continuous work and focus on the incident we will require you or your technical team to be available to provide documentation and assistance. Together we will establish a mutually agreed upon level of effort to ensure an acceptable level of service is obtained. If applicable we will negotiate an adjustment to the Severity level with you based on the accepted level of service required.

Premium Support for Severity 1 Incidents

Should there be a need to contact TriSys for a severe problem outside of normal office hours, TriSysConnect can be used by designated named customer contacts to alert the support department to escalate the incident. There is a charge of £125 for each incident reported outside of office hours.

There are specified windows within which premium support is available:

Monday to Friday (excluding Bank holidays)

06:00 – 09:00 Early morning

17:30 – 22:00 Evening

Saturday, Sunday and Bank Holidays

09:00 – 17:00

Any requests for premium support between the hours of 22:00 and 06:00 Mon-Fri will be dealt with after 06:00, and requests for premium support after 17:00 Sat-Sun and Bank holidays will be dealt with at the start of the next support window.

Upon notification (SMS text, pager, e-mail), TriSys support staff will escalate the problem to the appropriate technician to contact the named customer directly to assist in a full diagnosis. TriSys and the customer will then agree a course of action for resolution of the problem. All out of hours work undertaken by TriSys staff will be charged at £125 per hour.

Closing an Incident

The incident will be closed when you and the Support Engineer agree that a resolution has been reached. There are occasions whereby the incident may be closed without any specific resolution identified, for instance:

- Conclusion that it is not a TriSys problem
- The incident is out of the scope of Technical Support
- The incident is no longer causing you a problem and you request it to be closed.
- It is identified as working as designed; in such case a Customisation request may be raised.
- TriSys has made 3 attempts (email and phone) to contact you over a period of time, but no reply.

Note: You are free to re-open the incident if the problem persists.

5. TECHNICAL SUPPORT TOOLS

Technical Support uses one system for recording all incidents. The system is linked in real time to the information that is available through TriSysConnect. Additionally TriSys provides an interactive screen-sharing tool which typically reduces the time required to diagnose problems and resolve incidents.

TriSysConnect

TriSys provides an online support system to compliment our Technical Support services.

Remote Access

TriSys uses a remote accessing tool, which enables Support Engineers to securely access your machine. This method can greatly assist in identifying the incident and speed up resolution time.

Submitting Documentation Regarding an Incident

To help resolve problems, you may be asked to send supporting material to TriSys.

Following are the various mechanisms for submitting documentation to TriSys Technical Support.

ATTACHING FILES TO INCIDENTS

Using TriSysConnect you can attach files to incidents. These can be attached when opening an incident or by viewing and updating the incident at a later occasion.

EMAIL

After an incident has been opened, you can email documentation to support@trisys.biz you must enter the incident number in the subject field. Once your email is received and logged by Technical Support an update is made to the incident.

6. FUTURE DEVELOPMENT REQUESTS

As a supported Customer you have the ability to provide input into the development of future TriSys product releases. These requests are considered for future releases and although we cannot guarantee that all suggested requests will be implemented we do value your input and recommendations.

If a request needs to be accelerated, please contact your Account Manager or Sales Executive.

7. ESCALATION PROCEDURE

To ensure critical incidents or situations have a clear escalation path, TriSys Technical Support has an escalation process. This process heightens the awareness of an incident within TriSys.

To escalate an existing incident for which we have not met your expectation, please call TriSys Technical Support and request a member of the TriSys Management Team for assistance. If you do not have an existing incident, then please contact TriSys Technical Support to open an incident.

To ensure your call is dealt with promptly, please have the following information available for your escalation:

- Company Name
- Your Title / Position
- Your Contact Information (Phone and Email)
- Incident Number
- Reason for Escalation, including Business Impact etc

Escalations are assessed by our Management Team and entered into our escalation process. Customers may receive a named contact that will be responsible for owning the escalation through to resolution. This individual will be responsible for providing regular updates, focus and direction on the escalation. They will also be a central point of contact for you until the escalation is considered resolved. TriSys will use its discretion to engage further resources if required.

8. TRAINING

We strive to contribute to your success by providing training options to help optimise the use of TriSys software. In addition we have found that Customers who have invested in training their Employees on the software are more effective in describing the symptoms of the problem and working with Technical Support towards a resolution. As a result, this often enables Technical Support to identify the underlying cause of the problem quicker and can help speed up resolution time.

9. RELEASE NAMING AND NUMBERING STANDARDS

A product release number will be of the form xx.yy.zzz where the xx represents the version number, the yy represents the Major release and the zzz represents the Minor release number. For the initial release of a major release the minor release number will be zero and its use is optional. When the xx is less than 10, leading zeros are not used.

Major Release; This number reflects a major release of the product. This number changes when there is a major change in functionality. Only positive numeric characters can be used within the release number.

Minor Release: This number reflects a minor release of the product. This number changes when there are cosmetic or functionality changes to the existing product.

10. DOCUMENTATION

Product documentation is available to download from www.trisys.biz.

11. ONLINE HELP

TriSys contains an online HELP facility that provides immediate assistance. Designed to limit the amount of time you spend searching for answers to questions on the software, HELP explains product facilities and features.