

Services
Support

“ Help ... when you Need It ... ”

Problem Solved!

De Facto's commitment is to provide effective, professional and friendly support to our valued customers. Our support contracts and our multiple methods of delivery enable us to resolve any queries or issues you experience with both speed and efficiency.

de Facto SupportPak™ Contract

de Facto SupportPak™ is an annual service and support contract, which ensures continued high level service and commitment via our support area. This annual contract features the following:

- ▶ Help Desk support
- ▶ Telephone support
- ▶ On-line support
- ▶ On-site support
- ▶ New releases

All support calls are logged using the de Facto S5 CRM module, suitably configured for logging events and actions. de Facto S5 automatically generates an email of the logged problem back to the customer. You are then able to access the current status of any logged problems via the web. Equally, problems may be logged directly by the customer using a web-based form.



de Facto SupportPak™ provides for comprehensive support during standard business hours (9:00am to 5:30pm, Monday to Friday, excluding Public Holidays). Should you require a higher level of support, these hours can be extended to suit your particular working practices.

All support staff are based at our offices in Ipswich, and as the actual developers of the software, there are always other people available with in-depth knowledge of the application package and its deployment.

Synergy of Experience

Given that all development work is handled in-house, our support staff are very aware of the actual structure and intimate workings of the product, and of forthcoming release details and future development plans. Indeed, feedback from support is continually channelled back into development work, and this synergy and experience therefore greatly assists users with issues that arise.



“ ... De Facto Support ”

SupportPak™ Delivers ...

The De Facto HelpDesk is the central hub of our support department, and the means by which we co-ordinate and manage the help you need. Key aspects of that support provision are:

HelpDesk

- ▶ Copies of customers data are held in-house to assist with problem resolution and document development
- ▶ Assistance with upgrades to new releases
- ▶ Able to call on third parties for assistance with hardware or SQL Server issues
- ▶ Each call logged as an event in de Facto S5, giving a unique reference number for future referral

Telephone

- ▶ Single support telephone number
- ▶ Constantly manned during support hours

On-Line Support

- ▶ Single support email address
- ▶ Web based form
- ▶ Ability to connect remotely to every customer site
- ▶ Download site with the latest releases

On-Site Support

- ▶ On-Site visits if needed to resolve issues.



Dynamic Software Evolution


To enable our customers to keep pace with technology, De Facto has a structured update and review policy, which means that the software keeps pace with any useful technology changes and just as importantly, with advances in business practices. New features are introduced into the product on a continual basis.

We keep you up-to-date with the latest version of the software as part of your de Facto SupportPak™ contract. These updates are downloadable and installable from the customer area of our web site and include full release notes. With this instant access to the latest developments in the software, you can be assured that our solution continues to deliver the highest possible benefits to your business.

Find Out More ...

Visit the De Facto website for extensive information on all aspects of our solution and learn how it could help you gain the business edge you need:

www.defactosoftware.com

 **Call Us Now ...**
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