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## Help Desk Procedures



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## 1 Help Desk Hours

Mainpac offers its clients a professional support service for all software products where there is a current maintenance agreement in place.

Where a client has requested support and analysis proves the fault is not with the Mainpac software as covered in the signed customer contract, the time spent on support is a chargeable item.

The service is located centrally in Adelaide and available during normal working hours of 9am to 5:30pm (AEST) Monday to Friday (excluding SA Public Holidays). Ad hoc after hours assistance is available by prior arrangement.

## 2 Support Processes

Mainpac adopts the following process for Help Desk service requests:

- The Client logs the Help Desk service request via email or telephone.
- Mainpac responds within the time-frame applicable to the service request priority level.
- Mainpac Help Desk resolves the problem. Prior to full resolution, the Client may be offered a short-term workaround to minimise the business impact of the issue. The Client is kept informed of progress on their issue via email and/or telephone contact.
- Once the Client is satisfied with the resolution, the Mainpac Help Desk closes the service request.

Mainpac recognises that Clients may have service requirements that vary according to the impact on their business. We classify, prioritise and respond to our service requests with this in mind.

Mainpac places great value on its Clients and encourages them to have contact with our Professional Services and Account Management team – please see our web site [www.mainpac.com.au/company\\_contact.html](http://www.mainpac.com.au/company_contact.html) for contact details.

## 3 Service Level Agreements

All service requests will be assigned a priority based upon the impact on our client's business. The priorities are described in the table below and may be changed as part of the escalation procedure.

Clients are to advise which priority applies to a service request at the time of initial report. After initial investigation, Mainpac will either confirm the priority as reported or, after consultation with Client, assign a different priority.

The target response timeframes that we aim to achieve for each priority rating are outlined in the table below. Please note that the target response timeframes specified below are not the actual problem resolution timeframes. Mainpac cannot guarantee resolution timeframes.

The actual resolution of the request will depend on the nature of the problem and the resources that are necessary to fix the problem. For example, an SLA1 issue may require developing a patch, application of the patch to a test environment, testing of the patch, customer signoff and then finally applying the patch to the production environment.

Wherever possible or considered necessary, the Mainpac Help Desk will endeavour to provide a workaround to the client as quickly as possible. Mainpac cannot guarantee that a workaround will be available in all cases, nor can Mainpac guarantee the time-frame within which a potential workaround will be made available.

In the table below the Target Response Times apply during normal Help Desk operating hours. If a request is received outside these hours, the Target Response Times apply from the time that Help Desk operations recommence. The Mainpac Help Desk service is located centrally in Adelaide and available during normal working hours of 9am to 5:30pm (AEST) Monday to Friday (excluding SA Public Holidays).

Priority	Description	Target Response Times
SLA 1 Severe business impact	<p>Severe faults or errors in the operation of the Mainpac product that prevent the software from running or prevent continued business operations.</p> <p>Help desk response to severe business impact service requests will be taken in the shortest time possible to support restoration of the client's business operations.</p> <p>Service request reporting must be accompanied by a description of the problem and all requested data/software to support resolution.</p>	<p>Service request logged within 30 minutes of receipt</p> <p>Response time commitment within 2 hours</p>
SLA 2 High business impact	<p>Major faults or errors in the operation of Mainpac product that prevent the successful completion of critical tasks, and which are impacting business operations.</p> <p>Help desk response to high business impact service requests will be rapid to support the restoration of normal operations and to prevent an inordinate amount of effort by the client to complete tasks.</p> <p>Service request reporting must be accompanied by a description of the problem and all requested data/software to support issue resolution.</p>	<p>Service request logged within 30 minutes of receipt</p> <p>Response time commitment within 4 hours</p>
SLA 3 Medium business impact	<p>Inconvenient operation of the Mainpac product or routine support related to non-urgent issues that are not hampering the business in any significant way.</p> <p>Help desk response to medium business impact service requests will address the need to fix the issue raised.</p> <p>Issue reporting to be accompanied by a detailed of the problem and all requested data/software to support issue resolution.</p>	<p>Service request logged within 30 minutes of receipt</p> <p>Response time commitment within 3 business days</p>
SLA 4 Low or no business impact	<p>Minor business impact or no current impact on the running of the applications and or a work-around is available. Possible enhancement request.</p>	<p>Service request logged within 30 minutes of receipt</p> <p>Response time commitment within 5 business days</p>
SLA 5 Billable service request	<p>Billable work request outside of product support.</p> <p>This service request recognises that some work requested through the help desk and some user caused service requests will be billable to the client.</p>	<p>Service request logged within 30 minutes of receipt</p> <p>Clarification with client that work is billable and requires commercial agreement within 2 business day</p> <p>Response time commitment within 4 business days</p>

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**Summary of Target Response Times:**

	Response target
SLA 1 Severe business impact	Immediate to 2 hours
SLA 2 High business impact	2 to 4 hours
SLA 3 Medium business impact	3 business days
SLA 4 Low or no business impact	5 business days
SLA 5 Billable service request	2 business days for commercials 4 business days

## 4 Mainpac Support Contacts

Technical Support – Telephone. Contact the Mainpac Help Desk on 1300 MAINPAC (Australia) or +61 8 8431 9818 (International). The Help Desk service is located centrally in Adelaide and available during normal working hours of 9am to 5:30pm (AEST) Monday to Friday (excluding SA Public Holidays).

Technical Support – Email. Use [help@mainpac.com.au](mailto:help@mainpac.com.au) to log cases and/or queries with the Mainpac Help Desk. Email requests to the Helpdesk are addressed on receipt or at the start of the next Help Desk day.

## 5 Web Site FAQs

All clients are encouraged to use the online FAQ found on [www.mainpac.com.au](http://www.mainpac.com.au) in conjunction with the Helpdesk service to solve any problems or issues that they may be having with any of their Mainpac products.