

Help when you need it most

SUPPORT PORTFOLIO



FD Systems Support Services



FD Systems provides customers with a complete business solution that involves award winning support services combined with industry leading products.

Our support values

At the core of FD Systems values are support and service, it's what we stand for. Our goal is to constantly deliver above customer expectations and we have successfully built up a loyal customer base by doing this. We now have over 500 customers using Sage software solutions and support staff across 3 locations in the UK. We invest considerably in always ensuring we have trained personnel and constantly improve our support processes to meet ever changing market requirements. Whether you're interested in using us to implement, manage and support your system or whether you have a current system which needs supporting, our team can always be relied upon.

The FD Systems Commitment

We recognise the significant investment our customers make in their IT systems. We aim to ensure that they take full advantage of their investment through realisation of continuous business benefits and by reducing the complexity of managing IT.

Having designed, built and implemented your IT system, we recognise that in order for you to concentrate on your core business issues, it is critical that we provide outstanding system support services.

With FD Systems, customer care is paramount to our business. We achieve a level of support excellence that exceeds your expectations and differentiates us in the market place through:

- ▲ Rapid response to your requests for assistance;
- ▲ Fast resolution of high impact problems;

- ▲ Timely and high quality problem resolution; and
- ▲ Dissemination of appropriate and up to date information.

The achievement of a high level of customer satisfaction is a key company objective, and central to the achievement of that objective is the work carried out by our Support Team.

FD Systems Support Service

Our dedicated Support Centre provides reliable access to support with predictable and rapid responses to customer issues.

All issues are dealt with by trained personnel, not call loggers, ensuring that contact with our customers is always timely and relevant.

Standard Support Service

Our Standard Support Service is available from our Support Service Centres at Cardiff, Camberley and Shrewsbury running from Monday to Friday between 9am to 5.30pm, excluding public holidays. The Standard Support Service is available on an extended basis between 8am and 6pm for emergencies only.

Enhanced Support Service

We also provide an Enhanced Support Service for customers whose needs determine that they require a more tailored or bespoke service such as where there are specific times of vital customer activity, overseas operations or where there are agreed variations by means of Service Level Agreements (SLA) made with us. Customers can tailor their support service to match their needs, so for instance, a customer that has a very complex system but does not have the in-house IT skills to



maintain it, can contract with us to obtain a higher level of service, effectively outsourcing parts of their service requirement.

Support Activity

Support activity is organised into two tiers of capability - as follows:

Tier 1 - Call receipt and call management, including status tracking, escalation procedures and reporting. Diagnosis, solution proposal and fixing will also be undertaken where possible.

Tier 2 - Detailed and complex diagnostics, strategic planning, consultancy, development, integration and complex solution proposals and fixes.

Logs are allocated to fully accredited Support Consultants depending on the characteristics of the support log. We constantly assess new and ongoing logs to ensure that appropriate resources are allocated to their resolution as required. Where necessary Application or Technical Consultants from outside of the Support Team will be deployed where they have specialist knowledge of a customer or solution which is relevant to support log resolution.

Support Process Methodology

Our Standard Support Service follows our Support Process Methodology which is tried and tested. Incident logs are accepted by phone, fax, e-mail or directly through the web interface. The first part of our process involves the registering of the call and then triage, where we try to determine not only the severity of the call, but also what actions are required to

resolve it. This ensures we resolve a high proportion of calls very quickly, even though they might not represent the highest severity, and at the same time, determine the level of consultancy required to resolve a more complex issue.

To help the process we encourage our customers to adopt a diagnostic approach in relation to log submission. We look to ascertain the following information at the time contact is made with FD Systems Support Teams.

- ▲ The primary contact name and direct telephone phone number and e-mail address and secondary contact details.
- ▲ What the customer regards as the severity rating of the log.
- ▲ To supply exact details of the error/problem, to include examples including a screen dump of the screen or report displaying the error/problem.

- ▲ To supply detailed step-by-step recreation of actions leading up to the error/problem.
- ▲ On which screen(s) or reports does the error/problem appear?
- ▲ Has the same procedure been tested on another workstation by both the same and a different user.
- ▲ Is this the first time the error/problem has occurred, if not has this problem been logged before and what is the old log reference.
- ▲ When and in what circumstances was the functionality last working correctly.
- ▲ Have any changes been made to the system or network since it last worked.
- ▲ Are any messages shown in the system log, if so provide a screen dump or zipped file.

We use a support system which standardises and prioritises our Support service delivery.

Each call is allocated a log number by which the customer can track its progress either on line through the web site, through update reports, through update calls or can have the Business Rules Manager in our support system configured to send out pre-determined SMS messages, e-mails or reports. The customer decides what service they want and how they want it delivered.

FD Systems Support Process

We are constantly improving our support process in order to respond to specific customer needs.

Support Team Performance

FD Systems are committed to providing outstanding performance and improving our service on an ongoing basis. In this regard we are very pleased to have received the ISTUG (ISTUG is an Independent User Group for Sage Line 200 and Line 500 users, and draws its membership from a worldwide base) Reseller of the Year award for "Services Provided" several times in recent years. We are however not complacent and our team aims to improve considerably the

quality of services provided. We are however, in particular, constantly improving our systems, procedures and delivery capability in order to maximise our response and resolution of support logs.

FD Systems response and resolution target times for our Standard Support Service are listed in the table shown on the right.

We will contract to commit specific resources to achieve higher response and resolution times as part of an Enhanced Support Service.

It is our policy to keep the customer updated on progress of the resolution of their Support logs. Updates can be provided in the form of on-line access to the FD Systems Support system, by e-mail or by telephone. The frequency of the updates depends on the priority of the support log.

Performance Monitoring

We continually monitor performance. It is critical to measure how we are performing before our customers do. Our helpdesk software provides us with real time on line management of the status of calls.

In addition we produce weekly performance statistics, which enables us to monitor demand and trends within our support base.

Customer Relationships

At FD Systems we seek to establish relationships at an operational level, between our customers' system users and our Support Consultants and then we do all we can to protect and develop those relationships. This is key to maintaining trust and confidence that FD Systems will do all we can to help our customers.

We recognise that the Support Team has an important role in relation to Customer Relationship Management (CRM). It is the Support Team who have most customer contact; we therefore involve the Support Team in the delivery of our Customer Care strategy.

The Support Team are also committed to maintaining the link between other staff at FD Systems Group and the customer. Often these relationships have been established at the time the system was implemented or upgraded and are fundamental to the value added intangible part of the relationship.

On Site Support Activity

At system 'go live' or when we adopt other customers we endeavour to make our support staff available to visit client sites to familiarise themselves with the customer's requirements, either through consultancy handovers or through involvement in post implementation reviews. These are system reviews that are undertaken free of charge to help us understand the customer's needs and the system configuration we are supporting.

Support Systems

FD Systems helpdesk software which represents the backbone of our support activities and is an essential part of the customer service process. Our software enables the Support Team to keep the customer updated on progress of the resolution of their support logs. It is fully integrated to our CRM System so all people within our company have a clear picture of the status of each customers issues. It can also be configured to track agreed SLA's and alert our team when actions need to be taken to comply with the customers' SLA, or our targets. This is done through its Business Rules Manager.

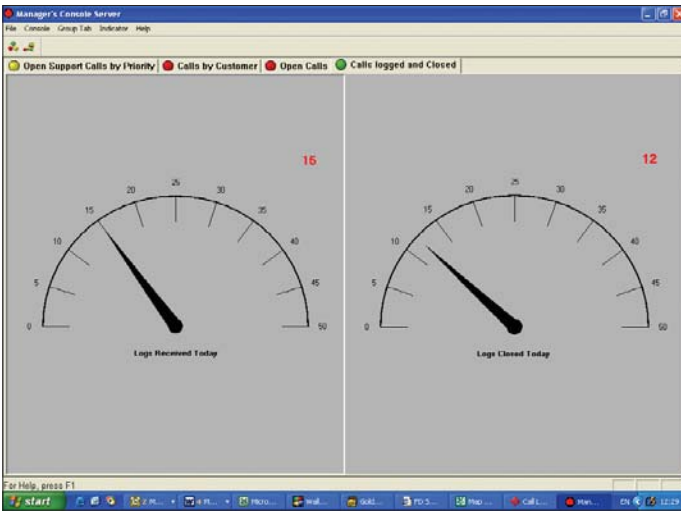
We can configure this to match any criteria you wish. Our software also has a web front end for support self service, which allows logging and monitoring of calls on line.

Skills and Training

Our Support Team is one of the highest qualified in the Sage channel. We are fully accredited in all S1000, Line 500, Line 200, S200, L100, MME, and SalesLogix modules - one of the very few Sage Business Partners who is. This enables us to offer the highest level of skills to support our customers' support need.



Severity or Priority	Example	Maximum Response Time	Target Resolution Time
System Down	A major fault or error that prevents all users from accessing the system or prevents the whole system from functioning correctly.	15 mins	A mechanism to allow system access will be provided within 4 hours.
Critical	A major fault or error that affects one or more modules, but other users are able to continue working.	30 minutes	8 working hours
Impairment	A fault that affects part of a module but does not prevent the use of the whole module.	2 hours	16 working hours
Annoyance/Query	A minor issue that does not prevent use of any part of the system, or a query regarding existing functionality.	8 hours	10 days



Most of our Support Team have also been Sage system users earlier in their careers which helps them have an empathetic understanding of what it is that our customers' need and expect from their systems.

In addition to the dedicated Support Team we have a pool of the very best Application and Technical Consultants who can be allocated to assist in Support at very short notice. We regard the support service as a highly important part of our business, so

allocating our Consultants to meet a specific customer's support needs is an essential component of our service.

Enhanced Support Service

Our Enhanced Support Service offers added value activities that involve an extension of the Standard Support Service or other discrete services. The Standard Support Service can be extended as required but may include the following:

- ▲ Extended time coverage beyond the normal availability (9am to 5.30pm) in order to include operations in different time zones, 24 x 7 operations, holiday cover etc.
- ▲ Customer defined priority and response times.
- ▲ Dedicated Support Consultants.
- ▲ Dedicated On-Site Support arrangements.
- ▲ Outsourced internal support function.
- ▲ Support Consultant Secondment.

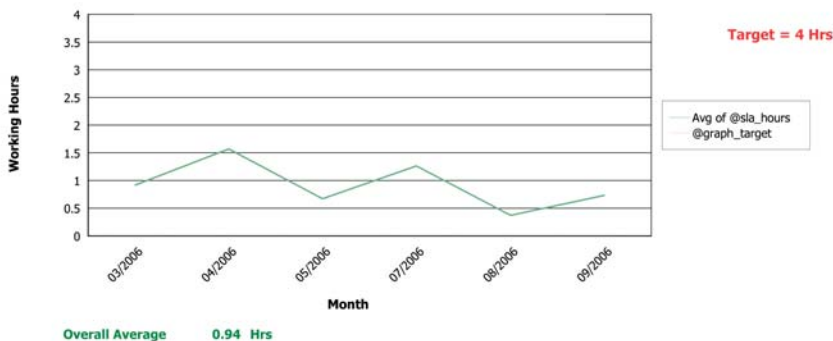
Additional discrete services provided under an Enhanced Support Service include:

Database Administration Service

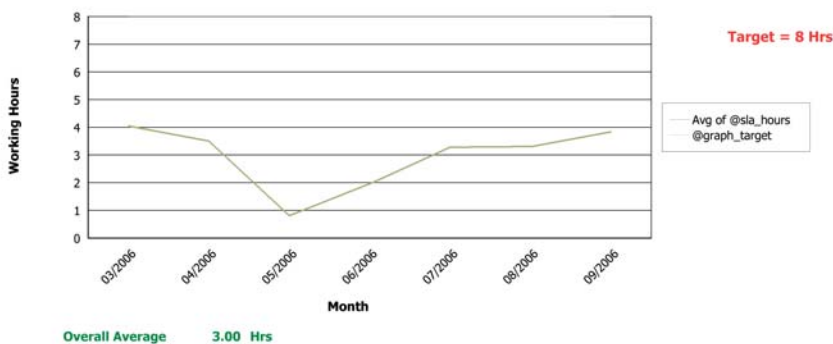
FD Systems operates a Database Administration Service for customers who do not have the required skills available in house and whose systems are significantly large enough to warrant close monitoring of the server and database usage. The

Service Level Agreement Terms

System Down - Priority 1



Critical - Priority 2



▲ **Head Office - Cardiff**

Charnwood Court
Nantgarw
Cardiff
CF15 7QZ

▲ **Contact Centre**

General Enquiries 0870 873 4383
Sales & Marketing 0870 873 4387
Support 0845 080 4169
Facsimile 0870 873 4563

E-mail info@fdsystems.co.uk
Web www.fdsystems.co.uk
International tel +44 (0) 1443 848 900
International fax +44 (0) 1443 848 950

▲ **Camberley Office**

First Floor East
Marlin
459 - 467 London Road
Camberley
GU15 3JA

▲ **Contact Centre**

General Enquiries 01276 414 595
Sales & Marketing 0870 873 4387
Support 0845 296 8808
Facsimile 01276 414 599

E-mail info@fdsystems.co.uk
Web www.fdsystems.co.uk
International tel +44 (0) 1276 414 595
International fax +44 (0) 1276 414 599

▲ **Loughborough Office**

Granite Way
Mountsorrel
Loughborough
LG12 7TZ

▲ **Contact Centre**

General Enquiries 0870 873 4383
Sales & Marketing 0870 873 4387
Support 0845 080 4169
Facsimile 0870 873 4563

E-mail info@fdsystems.co.uk
Web www.fdsystems.co.uk
International tel +44 (0) 1443 848 900
International fax +44 (0) 1443 848 950

▲ **Shrewsbury Office**

Suite C, Global House
The Creative Quarter
Shrewsbury Business Park
Shrewsbury
SY2 6LG

▲ **Contact Centre**

General Enquiries 0870 873 4383
Sales & Marketing 0870 873 4387
Support 0845 080 4169
Facsimile 0870 873 4563

E-mail info@fdsystems.co.uk
Web www.fdsystems.co.uk
International tel +44 (0) 1443 848 900
International fax +44 (0) 1443 848 950

▲ **Leeds Office**

Andrews House
328 Meanwood Road
Leeds
LS7 2JE

▲ **Contact Centre**

General Enquiries 0113 200 7500
Sales & Marketing 0870 873 4387
Support 0845 080 4169
Facsimile 0870 873 4563

E-mail info@fdsystems.co.uk
Web www.fdsystems.co.uk
International tel +44 (0) 113 200 7500
International fax +44 (0) 1443 848 950

▲ **Dublin Office**

Arena House
Arena Road
Sandyford Industrial Estate
Dublin 18

▲ **Contact Centre**

General Enquiries 01 293 2000
Sales & Marketing 01 293 2000
Support 01 293 2000
Facsimile 01 293 0222

E-mail info@fdtechnology.ie
Web www.fdsystems.ie
International tel + 353 1 293 2000
International fax + 353 1 293 0222