

Software Support Services

General Information

1. Customer Support Services: the standard software support services provided to Authorised Users by the Supplier;
 - a) The Customer Support Service is provided by Phone or through email.
Phone: UK – 08450 664 999 IE - +353 91444711
Email: dglsupport@clanwilliamhealth.com
 - b) Support Hours: 08:00am - 19:00pm Monday to Friday, excluding Bank Holidays.
 - c) Out of Hours (P1 Only):
 - Saturday 09:00am – 17:00pm
 - d) Authorised Users: those employees, agents and independent contractors of the Customer who are authorised by the Customer to use the Software. The Customer shall promptly notify the Supplier in writing of all Authorised Users by email to the GDPR Team (GDPR@ClanwilliamHealth.com). If the authorised user is not listed, the customer support team will be unable to assist.
 - e) Account Number / Site ID: The Customer (authorised users) will be required to present their account number when communicating with the Customer Support Desk. If the customer does not have their account number or Site ID, the Customer Support Team will be unable to assist.

2. The Supplier shall provide reasonable support during the Support Hours to the Customer in respect of the following:
 - (a) Incident response and resolution
 - (b) Remediating Defects in the Software; and
 - (c) Providing guidance on the use of the Software.

Please Note: Installations are not covered under the standard software support services. If DGL is hosted on the customers' network, there is a chargeable service for installations. Installation requests can be made through email, to dglsales@clanwilliamhealth.com.

Priority Categorisation

The Supplier shall use all commercially reasonable efforts to resolve or correct incidents within the following service levels;

Classification of Incident	Target Response Time	Target Resolution Time
Priority 1 (High) Software not functioning at all or access to the platform limited to prevent operation of software – system wide impact	1 hour	DGL shall use its reasonable endeavours to resolve the incident within 4 hours.
Priority 2 (Medium) Error causing substantial problem in use of the Software, no workaround available.	2 maintenance hours	DGL shall use its reasonable endeavours to resolve the incident within 8 hours.
Priority 3 (Low) Error causing substantial problems in the use of the Software, workaround available.	4 maintenance hours	DGL shall use its reasonable endeavours to resolve the incident within 1 week.
Priority 4 (Non Critical) Error causing inconvenience in the use of the software.	4 maintenance hours	To be included in an upcoming release

For the purposes of the above, a “Maintenance Hour” shall be 09:00 to 18:00 on Business Days (Monday to Friday). For example, a Priority 2 issue received at 17:00 on a Monday will be responded to by 10:00 the next day.

Please note that the Software Support Services do not extend to;

- a) The provision of end user hardware support (including Operating System); and/or
- b) The undertaking of any enhancement or modification work (including additional installations)

3. The Supplier shall use reasonable endeavours to correct Defects notified to it by the Customer in a timely manner appropriate to the seriousness of the circumstances in accordance with the following procedure:

- (a) The Customer shall promptly notify the Supplier in writing of all Defects by email to the Support Desk (DGLSupport@clanwilliamhealth.com);

- (b) within 4 working days of such notification, the Supplier shall acknowledge receipt of the notification and shall determine, in consultation with the Customer, how seriously the Defect affects the Customer's operations;
 - (c) if a notified Defect halts or substantially impairs the Customer's operations which use the Software, the Supplier shall:
 - (i) start work on correcting the Defect within four hours of receipt of such notification;
 - (ii) use all reasonable efforts to correct the Defect as soon as possible; and
 - (iii) keep the Customer informed of progress towards correction of the Defect.
 - (d) if a notified Defect, while not halting or substantially impairing the Customer's operations, causes those operations to become significantly slowed or causes substantial inconvenience, the Supplier shall commence work on correcting the Defect within 48 hours of receipt of such notification and shall use all reasonable efforts to correct the Defect as soon as possible; and
 - (e) in the case of Defects other than those specified in Clause 3(c) and Clause 3(d), the Supplier shall start work on correcting the Defect as soon as the Supplier's workload allows and shall use commercially reasonable efforts to correct the Defect.
4. The Customer shall co-operate with the Supplier in any manner reasonably required by the Supplier in order to carry out the Support Services including provision of information and data, making available suitably qualified employees and contractors of the Customer and, subject to the Supplier's compliance with the Customer's normal security requirements:
- (a) provide access to the Customer's systems for the purpose of carrying out diagnostics and correction of Defects, provided that system access shall be direct or remote, at the Customer's option, and that, in the latter case, such access will be subject to the Supplier's compliance with any additional requirements for security and encryption techniques or software which may from time to time be specified by the Supplier.
 - (b) provide such further access for the support staff to the Customer's site as is necessary to carry out the Supplier's obligations under this agreement. The Customer shall obtain for the Supplier all permissions necessary to obtain such access.
 - (c) where the support is working on the Site, provide facilities and supplies reasonably required by the Supplier, such as power and computer consumables.
5. The Support Services shall not include any support services in relation to the Customer's hardware, equipment, internet broadband connection or any other software other than the Software.

6. Change Requests: The Support Services does not include any undertaking of change requests or enhancements to the application. The customer can submit all change requests to DGLCR@clanwilliamhealth.com where the Business Analyst (BA) team will pick these up and review as part of the future development road map. If additional information is required, the BA team will follow up with the customer.

7. Dispute Resolution Handling

Any complaints regarding the company's products or services should be logged through email to the relevant team. All complaints will be logged and investigated promptly and the customer will be kept updated of progress.

Complaint Handling

The primary goal of complaints handling is to enhance customer satisfaction by;

- Creating a customer-focused environment that is open to all forms of feedback
- Resolving any complaints or negative feedback received
- Providing effective communication and escalation
- Utilising feedback to improve products and services rendered

The Support team will request the customer to submit the complaint by email, so as to have a written record. They will ask the customer to supply the following information;

DGL Account Number	Account number of DGL site logging complaint
Customer affected	Person who requested the complaint to be raised
Customer telephone number	Preferred contact method for all complaints
Customer email	Secondary contact method for all complaints
Date complaint received	The date the complaint was made on
Escalated	Has the issue already been subject to escalation?
Priority	High/Medium/Low
Category	Product Incident/SLA/Communication/Knowledge
Summary	Short description of issue
Description	More detailed information on the issue to allow for further investigation

Priority

Low	Immediate response not required Singular user issue
Medium	Immediate response not required Potential to impact services provided by customer Unsuitable behaviour from Support Staff
High	Severe impact to services provided by customer Unacceptable behaviour from the Support team Complaint escalated by supervisor/manager (either Support team staff or customer)

Handling Process

Complaint Step	Timeframe
Acknowledge Complaint	Within 2 days of receipt of complaint
Resolution of Complaint	Initial resolution date - within 5 days of receipt of complaint
Customer update - no resolution	Within 5 days of receipt of complaint
Customer further updates	Each 5 days after initial update until complaint is resolved or referred.

Refunds, Compensation, Termination

The DGL Support team does not handle queries with regards refunds, compensation or termination. If a query is raised, you will be directed to contact the Accounts team.

The accounts team can be contacted by email or phone.

- **Email:** DGLARQueries@clanwilliamgroup.com
- **Phone:** +44 (0)1280 824 600 - Option 3

Please note the DGL Support team will not log the request to accounts. This must be made directly by the customer.