



Solutions Profile

myridas™

SUPPORT SERVICES

To assist customers in overcoming any technical issues arising from the use of their distribution systems, Trinity Computer Services offers a comprehensive programme of support services.

Key Features

- Comprehensive range of continuing support services from the date the system is installed
- Online support to speed fault diagnosis and fixes
- Diagnosis / recovery assistance to help with hardware problem investigation and data/system recovery after a hardware fault
- Multi-level support with prioritisation procedures to focus support resources on more important incidents
- Comprehensive support call logging system to monitor fix progress

Comprehensive Support Structure

Support from Trinity includes a comprehensive range of post-installation services which:

- Help users recover from fault conditions
- Help maintain peak operational efficiency

Provide expertise to develop system to full potential in line with business requirements.

Single Source Support

Three separate services can be supplied:

- Software support
- Hardware platform support
- Diagnosis and recovery assistance

Software Support will be required by all Trinity customers but the need for Hardware Support and Diagnosis / Recovery Assistance via Trinity will be dependent on particular circumstances. Where required, Trinity can handle initial calls for hardware as well as software support, providing single source support at a first-line level. This single source simplifies the support call procedures for customers and will be of benefit when the source of the fault is difficult to trace.

Software Support

Software Support covers Myridas package and bespoke software and Trinity partner products. For most partner products, support is 'first-line' with Trinity assessing the incident and helping the customer with any fault diagnosis work. Depending on the nature of the incident, Trinity's partner may then be called in to provide further help, workarounds and fixes. For Myridas software, Trinity takes the responsibility for fault diagnosis and fixing.

Software Support also includes simple 'how-to-use' support for all the products covered.

To provide a quick and responsive service to all customers the service operates at two levels:

- (1) All calls are initially taken by Trinity's call-centre, with staff providing initial help and advice
- (2) If necessary calls are passed on to the customer's allocated team who have a wider range of skills available and also more specific knowledge of the particular system involved

The allocated team will normally either be the team that was responsible for the initial system implementation or a team with experience of the customer's type of business.

Incident investigation and handling is recorded on a comprehensive call logging system so that progress can easily be monitored.

Trinity operates an incident prioritisation system so incidents that have a significant impact on the use of the system are given priority attention. In this way, recovery to normal operations can be made quickly and efficiently.

Hardware Platform Support

Trinity will organise the support of any Trinity supplied hardware, network and operating software and will if required, consider the inclusion of any existing equipment already installed at the customer's site in the 'supported system'.

Where hardware support is supplied via Trinity, fault calls can be placed either direct or via Trinity's call-centre, who then liaise with the support supplier to determine the appropriate action. Trinity's hardware support partners offer a range of services so that service levels can be chosen to fit the customer's particular circumstances.

Basic hardware support can be extended to include network and Microsoft applications support where required.

Diagnosis and Recovery Assistance

This service builds on the first-line support provided under hardware support. It includes two main elements:

- (1) Working with the customers personnel and the hardware support supplier on fault investigation and diagnosis
- (2) Aid to customer personnel in bringing the system back on line after the hardware problem has been fixed, including data recovery

The service will be particularly useful if personnel have limited IT system knowledge or limited time to spend on tracing and recovering from hardware faults.

System Health Checks

To supplement the standard support service described above Trinity provides regular System Audit and Health checks for customer systems. This service aims to keep hardware, network and software operating at peak effectiveness and in line with business requirements as these change and develop over time.

This service includes:

- Checks on hardware/network configuration versus usage
- Overall performance benchmark
- Audit of current house-keeping routines
- Checks that Myridas and partner software continue to be used in the most effective way
- Suggestions on procedures' modification where appropriate.