



**TREW SOLUTIONS NZ LIMITED(Trew)
CONSULTING AND SERVICE AGREEMENT**

Software applications for financial management are generally more complex than simple Microsoft applications. There are always complexities in the software that need to be addresses as well as the general questions about business processes, accounting policies and general “how best questions.” As a result it is standard for clients to require regular and on-going assistance with the software. It is thus always reassuring to know that with **Support Cover** you have access to a team of experts who are ready to help you and your staff and with the assistance of our trained and experienced team you will always have total peace of mind.

Support Cover is a program which benefits the operation of your Software system and delivers tangible benefits from the outset. In order for Trew to provide this support, which often requires many hours of work in researching the problem and finding appropriate solutions, we ensure that our staff attend regular up-skill courses and maintain our knowledge with the relevant Software products. Due to the complexity of various maintenance agreements which can be put in place with the respective Software Suppliers, a range of options are offered from Trew to ensure that you receive the best possible backup, support and service.

Should you **not** have a maintenance agreement in place with the Software provider*, we would highly recommend that this is put in place as it will provide you will upgrades for all new releases keeping your software up to date with the current technology. **Sage Pastel** offers a software maintenance agreement which provides you with upgrades to your software.

OFFICE HOURS:-

Our normal hours of business are 8:30am to 5:00pm Monday to Friday excluding Public Holidays. We do offer after hour support, however this should be arranged in advance as far as is possible. After hours service will incur an additional charge.

REACTION POLICY:-

Our policy is to address support issues on the following basis:-

All clients on a Support Cover plan will be given priority support.

Critical	Solved ASAP	A problem which interrupts the processing or causes other serious interruption to all users of the system. This results in the daily operation of the business coming to a standstill and where no work around solution can be found.
Serious	Solved within 24 hours	A problem which interrupts the processing or causes other serious interruption to some users of the system. This results in the daily operation of the business being interrupted and where no work around solution can be found.
Medium	Solved within 48 hours	A problem which interrupts the daily processing of a single user on the system or where the impact is not critical to the operation of the business.
Low	Solved within 72 hours	A minor fault or problem with the software which does not interrupt the daily processing or critical operations of the business.

* Software providers do not offer support in any form to clients who do not have a maintenance cover in place.

Trew offer a **Support Cover** contract giving you quick and easy access to telephone or email advice from one of our support advisers. This support covers answering questions which can generally be resolved in 20 to 30 minutes, about your Software System.





NB: While every effort will be taken to resolve issues under the telephone or email support, it must be noted that some issues cannot be resolved within the time allocated or without a visit to your site / remote access. These issues are charged at our normal rates.

STANDARD SUPPORT CHARGES:-

	Without Support Cover	With Support Cover
Standard on-site charge per hour of part there of	\$ 165.00	\$ 145.00
Standard remote charge per hour or part there of	\$ 165.00	\$ 145.00
Travel Charge per kilometer	\$ 1.00	\$0.60
Technical Support – telephone call per 10 min	\$ 27.50	* No Charge
Technical Support – email per incident if 10 min or less	\$ 27.50	* No Charge

- **PLEASE NOTE THAT ALL BILLABLE WORK REQUIRES AN AUTHORISED ORDER NUMBER PRIOR TO ANY WORK BEING CARRIED OUT.**

SUPPORT COVER PLANS

The cost of Support Cover is set at an average user base level, Should your usage of the support desk exceed these allowances then extra charges will be billable. We allow for 45 min of support per month, this time cannot be accumulated or shared.

All support cover is conditional to the client committing to a 12 month contract period, and is billable in NZ Dollars. **Please contact us for current Pricing!**

* The above charges are based on typical support requirements for a company who is established in the software. If your usage per month typically averages in excess of two hours per month we reserve the right to review the fee being charged.

- The contract will only be terminated at the end of the contract period once 8 weeks written notice has been received or issued by either party. If notification is not received the contract will automatically renew.

What does Support Cover - Include?

Telephone Help-line: This gives you access to our highly trained and certified support advisors available from 8.30am - 5.00pm Monday to Friday except public holidays. Support may also be available outside of normal office hours by prior arrangement.

NB: The monthly support fee covers time taken in answering calls or responding to emails. This does not cover the costs of charges that may be incurred. If we are unavailable to answer your support call, please call back rather than leave a message for us to call you.

E-mail Help-line: Email is the preferred method for you to address non-urgent queries. This gives you access to our highly trained support advisors available from 8.30am - 5.00pm Monday to Friday except public holidays. Please send all support queries to Support@trew.co.nz





Remote Help-line: Clients with **Support Cover** may also have access to remote support. If you have a broadband connection, we may be able to access your computer to provide assistance.

Priority Help-line: We will always attempt to resolve all customer queries as quickly as possible however clients with **Support Cover** with Trew Solutions NZ will be given the highest priority.

Reduced Rates: Clients with **Support Cover** will also enjoy discounted rates for all services that fall outside of the **Support Cover** plan.

Type of queries covered by Support Cover?

Most software telephone support activities are covered by Support Cover. Examples of what is covered are:

- Advice on the operation of currently supported applications.
- Advice with printer drivers as they relate to applications but not printer set up in Operating Systems.
- Analysis of program and data file error messages, and possible reasons for their cause.
- Suggested “workarounds” for problems encountered when using the system.
- Advice on backup and restore functions.
- Miscellaneous queries on the use and features of the supported Software applications.

What is not covered by Support Cover?

- **Support on “obsolete” versions of software.**
- Consulting activities are not covered, including:
 - **Training over the phone**
 - Onsite consulting, training and support.
 - Writing a report or tailoring a report layout for you.
 - Step-by-step installation of software and software upgrades over the phone.
 - Hardware or operating system issues.
 - Support for outside contractors attempting to resolve problems relating to the packages supported by Trew Solutions NZ.
 - Migration of software and data between systems resulting from a hardware upgrade.
 - Reconstruction of the software applications after a hardware failure.
 - Data fixes due to corruption.
 - Data conversions and system setup.

Software Provider Cover Packages:-

Sage Pastel Software offers a Maintenance contract which is compulsory for the first year of purchase and entitles you to all version upgrades as they are released.

- ✓ Free Upgrades upon joining. You will be able to access all upgrades as they become available throughout the year.
- ✓ 25% of full license list price for the total number of software licenses and modules purchased.

PASTEL | ACCOUNTING

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