



Quintessence Customer Care Statement 2019

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1.0 Introduction

Quintessence Ltd is an interactive technology company that produces interactive experiences for smart spaces.

As part of our commitment to customer care we supply a variety of post install support plans and packages ensuring our high quality products are matched with high quality support services.

“Why do we need a support package, shouldn't everything just work once installed?!”

Good question and the simple answer is Yes!

Quintessence has delivered hundreds of successful projects for 10 years now and based on customer feedback and experience, ongoing support has been a fundamental part of a successful project. Upon installation Quintessence will ensure all hardware and software is complete, fully functional and signed off in accordance with the agreed deliverables. The hardware and software we deliver is high spec and to a premium quality.

The majority of support queries we receive post installation relate to the following:

- Misuse of the presentation that can have a negative affect on the performance of the software.
- Misuse of the hardware that can cause a system breakdown.
- Windows updates that can result in the hardware and software powering off and resetting. Unfortunately there is no way to control windows updates.
- Power cuts that result in a complete shut down of hardware and software.
- Cables critical to the hardware being accidentally removed or interfered with.
- Changes to hardware configuration settings.

Please also note the following:

- If the software presentation is running on a touch table screen it is recommended that the touch control settings are periodically checked and adjusted accordingly, this service is included as part of our site support visits within our gold level support package.
- If the software presentation includes lighting capability to a site model then it is recommended that the lighting configuration through the software and controller is checked periodically, this service is included as part of our site support visits within our gold level support package.

With a Quintessence support package you have the assurance that we will assist either remotely or with a site visit to support and resolve any issues you may experience. We also provide a guaranteed response time and access to our support portal so requests can be submitted at ease.

2.0 Support Options

Quintessence can provide the following Support Services:

Support Service	Details
Ticketing Support	<p>You will have access to our support portal ticketing system where you can submit support requests. You will receive a response within a guaranteed period as defined in your package. The support team may need you to run tests to diagnose the problem.</p> <p>Support tickets can be submitted here:</p> <p>https://support.quintessenceltd.co.uk/portal/home</p>
Email Support	<p>Support requests can be sent by email to:</p> <p>support@quintessenceltd.co.uk</p>
Phone Support	<p>Contact number for phone support during UK office hours is:</p> <p>+44 (0) 208 686 6251</p>
Remote Support	<p>As part of our Installation TeamViewer remote desktop application is installed on all hardware devices. For remote access to be successfully gained the device must be connected to a network.</p>
24/7 Premium Support	<p>Customers can purchase 24x7 Premium Support within our gold support package. This provides out-of-hours access to Quintessence Support, for resolution of Critical Service-Affecting Issues. The terms and procedures that apply are detailed in section 6.</p>
Onsite Support	<p>Onsite monthly support & maintenance visits are included within our silver and gold support packages. For ad hoc rates for onsite support visits please contact your account manager.</p>

3.0 Support Packages

Features	Bronze	Silver	Gold
Online Support Resource	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ticketing Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Phone Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Remote Team Viewer Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Regular Check-up Calls		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Monthly Maintenance Site Visit		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Monthly Reporting		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Software Feature Updates			<input checked="" type="checkbox"/>
24/7 Support			<input checked="" type="checkbox"/>
Onboarding			<input checked="" type="checkbox"/>
Technical Support Post Install on-site visits	2 days	3 days	5 days
Initial Support Request Response Time	1 working day	2 Hours	1 Hour
Cost	£200 per month	£500 per month	£750 per month
Min Contract Duration	12 Months	12 Months	12 Months

4.0 Support Contacts

Depending on the support package you have purchased, you will have various means to obtain support from Quintessence, which are listed below.

The Support hours are Monday to Friday excluding UK Bank and Public holidays.

- Phone Support – Front Desk (9.00am – 5.30pm)
- Portal Support – Front Desk (9.00am – 5.30pm)

Under normal operation, extension to these hours will only be offered by special prior arrangement.

Customers with 24/7 Support will be provided with alternative contact details for out-of-hours Service-Affecting issue support.

4.1 Support Contact details

Support Contact	Details
Portal	https://support.quintessenceltd.co.uk/portal/home
Email	support@quintessenceltd.co.uk
Phone	+44 (0) 208 686 6251
Address	Suite 36A, Floor 6, AMP House, Dingwall Road, Croydon, CR0 2LX

5.0 Standard Support Procedures

This section details the standard procedures for all support package types.

5.1 Support Priority Definitions

When a support request is received into Quintessence Support, it will be identified as one of the following types:

5.1.1 Minor Non Service Affecting Fault

This is identified as a fault or additional requirement that is having no impact on service, and is not affecting any critical performance functionality. This is a fault that does not impede on the continued provision of normal service. This includes faults due to non-compliance of third party equipment, changes made to a unit's configuration or changes in the network made without advance notice to supplier.

5.1.2 Major Partial Service Affecting Fault

Typically, this is a fault affecting an individual device connection or single software feature. These are faults that allow some continued provision of a reduced level of service.

5.1.3 Critical Service Affecting Fault

This is a fault affecting multiple device connections, or multiple software features, or affecting critical software and/or hardware functionality. This is defined as a Service Affecting fault that does not enable the technology to function properly due to an internal failure of the software or hardware.

5.2 Definitions of Service Stages and Information required/gathered

5.2.1 Stage 1

Recording of fault, establishing contact information, allocation of ticket number with response to customer. Instigation of remedial action via support desk.

5.2.2 Stage 2

Diagnosis of any reported fault, the following information will be requested through the Quintessence support portal to enable investigation of the fault.

- Clear description of fault
- Problem category as per the category fields
- Team Viewer remote access details including ID and Password

5.2.3 Stage 3

investigation of reported fault through analysis of information provided by Stage 2. Construction of remedial action plan and regular customer updates on proposed fix and resolution details.

6.0 24/7 Premium Support

6.1 Introduction

24/7 Support is included in the Gold Support Package offered by Quintessence. This section explains the 24/7 Support option and what it covers.

The 24/7 premium support service provides the customer with a 24 hours a day, 365 days a year support service. This service exists to support the customer outside of normal support hours. The service is for Critical, Service Affecting Faults, only with the goal of assisting the customer in getting the technology returned to service.

The support team will be able to assist the client with the following items:

- Software and Hardware faults affecting service.
- Discuss with customer options on overcoming fault.
- Reconfiguration of hardware to overcome hardware failures.
- Remote access to the devices, to obtain debug information so the problem can be investigated.

6.2 Contacts

Once purchased the customer can contact the 24/7 enhanced service outside the normal support hours by phone only. This telephone number will be supplied to the client once the 24/7 enhanced support service has been purchased.

The 24/7 enhanced support service does not guarantee that the Quintessence 24 hour support personnel will be able to remotely access the system; however the support personnel will take best effort to try to get a remote connection if required.

The 24 hour support phone should only be used outside of normal support hours. During normal UK office hours, the contacts in section 4 should be used.

6.3 Response Targets

Calls received on the phone will have a human response within 60 minutes of the initial fault being reported.

Any faults which require a site visit will be prioritised to be dealt with the next working day.

6.4 Pre-Requisites of 24/7 Premium Support

In order for a system to be supported under 24/7 Support, the following conditions must be met:

6.4.1 Installation

The installation of the technology must have been performed by an authorized agent of Quintessence.

If this is not possible or deemed unnecessary then Quintessence, at their discretion only, will decide if the installed site meets the requirements to activate the 24/7 enhanced support service.

6.4.2 Training

As part of the gold package Quintessence will provide on boarding once the installation is complete so that the client's designated first line support staff are trained in the management, operation and configuration of the technology.

6.4.3 Remote Access

The client must grant remote access to the hardware allowing SSH and HTTP sessions to be initiated on the equipment.

6.5 Spares

Quintessence recommends that the customer holds a minimum spares pack in case of hardware failure. Please contact your account manager for pricing information.

6.6 Non-Quintessence Equipment Issues

If, through investigation, issues that were raised through the 24/7 service are identified to be with equipment other than Quintessence equipment, Quintessence reserves the right to charge at standard support rates for this time.

6.7 Termination

Quintessence reserve the right to terminate the client's 24/7 enhanced support service if the client misuses the service as described in this document.

7.0 Agreement

Please help us by Completing all sections.

Customer details

- Full legal name of business:
- Company Registration Number (if applicable):

- Registered address:

- VAT Registration:
- Contact Name:
- Position:
- Telephone:
- Email address:
- Address:
- Postcode:

Customer Signature

- I/we apply for the Quintessence support package (Please mark appropriate box)
Gold Silver Bronze subject to the current terms and conditions. It is important that you read and understand the terms and conditions that will apply to this Agreement before signing. If there is a term that you do not understand or do not wish to agree to please discuss it with us before signing.

- Signed:
- Name:
- Position:
- Telephone:
- Date: