

# Customer Charter

### OUR SERVICE

We enable small and mid-sized businesses across Australia, New Zealand and South-East Asia to leverage the power of Cloud Platforms and related Managed Services to effectively utilise their SAP Business One Solutions delivered through SAP business partners.

### OUR VISION IS

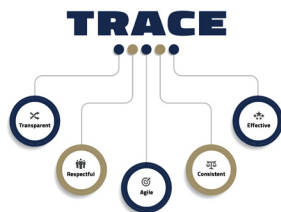
To be considered a trusted strategic partner and the best operational provider of SAP Business One Cloud Services in Australia, New Zealand and South-East Asia for the business markets we serve.

### OUR OBJECTIVES ARE

1. Responsive and responsible delivery of services
2. Delivery of services that promote your business safety and security
3. Provision of operations with integrity and flexibility
4. Utilise current technologies to deliver client growth focussed solutions.

### OUR VALUES

Our interactions with you, our clients, will be transparent, respectful, agile, consistent and effective.



### OUR SERVICE COMMITMENT

- 24-hour online support year-round
- Australian Phone Support available 24/7, 365 days/year
- 99.5% uptime SLA (scheduled maintenance excluded)
- Guaranteed 30-minute response time for technical support
- Quality technical advice
- Best value in the market.

### RESPONSIVENESS

- We will respond promptly to your enquiries through our phone and web service
- We aim to respond to phone enquiries and emails within 30 minutes
- We have an issue escalation process that usually results in closure within 1 business day
- We will provide accurate and up to date information, when you need it
- Our service targets outline our process and payment timelines.

### QUALITY SERVICE

- Our people understand your issues because of their extensive experience with SAP Business One and related technologies
- We will provide a response to your issue
- We do not outsource core business and customer facing processes.

### SECURITY

- We have systems in place to ensure that we protect your confidential information
- We deliver through a state-of-the-art data centre with advanced business continuity operations.

### YOUR RIGHTS AND RESPONSIBILITIES

If you call us you can expect:

- Our staff to be supportive, experienced and knowledgeable
- To be able to contact our Support Service 24 x 7 for emergency support and normal business hours for routine support.

If you use our web portal you can expect:

- To contact us when and where it is convenient for you
- The client portal website to be easy to use, with intuitive navigations and customised content so you can quickly find what you need
- That you can access and log your information using any device, any time.

To allow us to help, you will:

- Give us information that is timely, accurate and complete
- Take the time to understand your obligations and aim to fulfil them
- Provide us with honest, constructive feedback on our service
- Contact us if you believe we have made an error or acted inappropriately and wish to make a complaint
- And ... please pay your bill on time or let us know if there's a reason why you can't or won't.

