DEFINITION OF SERVICE:
TSG Applications Hourly Support

TSG SystemCare

SUPPORT SERVICES	COVER	NOTES
Support Hours	09:00 - 17:30 Weekdays excluding Bank Holidays	
Telephone assistance	TSG Support 0333 2200 777 providing telephone assistance during contracted hours. Minimum call time consumed is 15 minutes.	
Remote assistance	Whenever possible and deemed necessary remote assistance to help investigate and resolve the problem. Minimum remote time consumed is 15 minutes.	We recommend our TSG Remote Application is loaded onto the server(s) and relevant access / logins and passwords should be supplied.
Online Portal / Support	Access the Client Portal to raise new Support requests, monitor and update existing tickets. The portal is often the easiest method of contacting our team for assistance and is the primary route when reporting medium to low priority issues The Portal can be accessed via https://TSG.ITClientPortal.com and you will be issued a login during Support onboarding. You can also contact our Support teams via TSG website https://www.tsg.com/contact-support	P1 issues should be reported by telephone
Severity Based Response Times	Priority & Response goal: - P1 – 1 working hours P2 – 2 working hours P3 – 4 working hours	P1 = Service unavailable, affecting all users P2 = Service impaired, affecting multiple users P3 = Partial disruption, affecting single user
TSG Application Products	Assistance from a TSG Support Consultant to provide you with support and guidance across the following TSG Application Products* • Office 365 Business Apps (Teams, PowerApps, Flow, Forms, Planner, Power BI) • Office 365 SharePoint Online • SharePoint On Premise* • Qlik • Sage* • Pegasus* • NAV* • Dynamics 365 Business Central • Dynamics D365 Sales and CE (CRM On-Prem*)	*Minimum requirement is 12 hours per Application product, hours can be used across purchased products. Contracted hours shall be consumed annually and can not be rolled into future years. Additional blocks of 12 hours can be purchased at any time and these additional hours expire at the end of the contract term. *We support legacy versions as defined by the vendors' Support & Compatibility guidelines, outside of the vendors' mainstream support TSG will provide reasonable endeavours support only.
On-site assistance	Hours on this contract type are for remote assistance only and cannot be used for on-site work	Onsite work is available by quotation and will be subject to a lead time. Travel expenses will be charged at TSG rates.

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HOURS CAN BE USED FOR THE FOLLOWING		NOTES
Expert help and guidance for product related issues	• Troubleshooting and gathering information related to the reported issue • Performing checks across error logs, system logs and reviewing service health to assist in resolution • Installing / re-installing TSG Product software onto your desktop PC • Remote access from our Support team to assist resolution • Providing incident coordination and resolution management with other TSG teams when required • Certified and trained Support specialists	
Custom Solutions Support	• Break-fix support for customisations* deployed by TSG (or explicitly accepted by TSG) • Priority bug-fixes to custom code* delivered by TSG (or explicitly accepted by TSG) • Assistance with third-party solutions that are deployed and continue to be approved by TSG • Supporting reports that were supplied by TSG to the specification they were designed to	Complex / high-risk changes are not included and will be subject to quotation from our Professional Services team. *Customisations / code is supported on versions aligned to the vendors supportability & compatibility guidelines.
User Management	• User Administration; New User, Password Reset, Disabling User Access on request • Providing guidance and recommendations for user permissions / system usage and security	Broader User Security Setup is not included and will be subject to quotation from our Professional Services team.
Remote Instruction & Guidance	• Remote user support and screensharing • Providing remote instruction or guidance via desktop sharing • Assistance in small data* fixes via screenshare • Remote access to provide efficient incident resolution	This contract type does not include User Training or Product Training. Onsite training may be recommended proactively and will be quoted for via our Professional Services team separately. *Data fixes are reasonable endeavours and subject to regulatory requirements for data sensitivity and data protection.
General Overview and Software Services Review	• To ensure your system is operating to its optimum we can advise on general housekeeping routines and best practices • Proactive recommendations for improvements identified through investigation / root cause analysis • Review of current software or processes and providing you with any recommendations or improvements we identify	
Small Work / Minor Modifications	The Small Work & Minor Modifications* offering delivers continuous value by providing you with: • Low risk changes that deliver a high business benefit • Shortens the wait time in delivering solutions to you • Accelerated response time for change solutions • Prioritising your business needs • Delivered remotely by experienced TSG Support Consultants *Small Work & Minor Modifications are based on core functionality and take circa up to 4 hours to complete.	If TSG establish a modification to be complex (high-risk which will cause wider business impact) we will refer it to our Professional Services Team so it can be quoted for separately.