Support Process

Customer Acceptance Testing

Following release of your Surgery Connect service and completion of the on-site training there is a 2 week Customer Acceptance Testing (CAT) period. This period allows your service to be thoroughly tested via temporary test numbers, gives you time to familiarise yourself with the day to day operation of the service and request any minor reconfigurations you may require which should be requested through your provisioning contact.

Operational Support

Once the CAT period is complete the service moves to the operational state and all communication should be made through our 1st line support team either over the phone, via email or via a personal ticket creation system on our CRM package (which also provides access to a solution library which could solve your problem without the need to log a ticket).

As the technology behind Surgery Connect and the associated consoles is located and developed in-house our experienced support staff have extensive knowledge of the entire system. Our support department is open between 8am and 5:30pm - Monday to Friday (excluding Bank Holidays) and you also have access to the on call engineer outside of those hours.

Service Level Agreement

Situation	Description
Minor Problem	Report by email, in hours telephone number or our CRM package. **During working hours only** **Time to respond - 4 working hours** **Time to fix - 8 working hours**
Serious Problems	Report by email, in hours telephone number or our CRM package. **During working hours only** **Time to respond - 1 working hour** **Time to fix - 4 working hours**
Critical Problems	Report by email, telephone or our CRM package. **Both in hours and out of hours** **Time to respond - 15 minutes** **Time to fix - 1 working hour**
Self Serve Configuration	Assistance with changes that can be made through your consoles can be obtained by calling the standard support number during normal working hours.
Hardware Fault	Hardware deemed to be faulty will be replaced at no cost to the customer.

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x-on.co.uk
surgeryconnect.co.uk
0333 332 0000