



Managed Service Support Agreement and Terms and Conditions

timeware[®]
HR, Time and Attendance Software



HR, Time and Attendance Software

Your timeware® time and attendance software is a business critical application and we treat it's support very seriously.

Within the customer care department we have a full-time, office based Support Team that are available to answer your questions.

When addressing an incident, the Support Team utilise remote desktop support technology to access your PC, (with your permission), to identify and rectify the reported problem.

Members of the Support Team have also worked in the development team and as a result, are able to provide an extremely high level of technical product knowledge.

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Terms and Conditions:

1. Managed Service Support:

1.1 The agreement covers:

- Unlimited support between 8:30am and 5:30pm Monday-Friday including bank holidays with the exception of 25th December, 26th December, and 1st January.
- Change request procedure.
- Annual upgrade of software and firmware and new feature awareness training.
- System Performance Reviews.
- Annual Product Awareness Meeting.
- Six weekly customer care call.
- Free of charge remote training.

1.2 Your managed service support agreement can be found in annex 1.

2. Period of Agreement:

2.1 This agreement shall be for a period of 12 months (1 year) from the commencement date listed in the managed service support agreement.

2.2 This agreement shall be automatically renewed on a yearly basis. If the customer wishes to terminate the managed service support agreement, they must do so in writing not less than 60 days prior to the renewal date.

2.3 If the termination is not received in writing within the minimum specified period, the yearly fee remains payable in full.

3. Cover:

The support shall comprise the following:

3.1 timeware® will strive to provide timely technical support to the customer's authorised contact(s).

3.2 Support will be provided by telephone utilising remote access software during the business hours listed above.

3.3 All changes to the software will be covered by the agreement and completed by a timeware Support Technician. The following items are covered:

- User setup including permissions
- To-Do list and email policies
- Monitoring timeware® system health/performance
- Notifications for users/employees
- Terminal policies
- Remuneration policies

- Groupings
- Training matrix policies
- Assets
- Setting up reports/exports and Dashboards
- Shutdown maintenance
- Creating and maintaining, absence reasons, absence entitlement policies and absence block bookings.
- Creating and maintaining, daily and period schedules and shutdown maintenance.

3.4 To provide support, the Customer Care team have a central Support Desk. The Support Desk is your central point of contact. They will log calls and assign Support Technicians to resolve the problem.

To log a support call for a fault/change request, all authorised contacts will be provided with log on credentials to the timeware® ticketing system where they can create support ticket requests.

The Service Desk may also be contacted via email and telephone for non-fault logging/change request issues on:

- Telephone: +44 01706 658222
- Email: support@timeware.co.uk

4. Customer Responsibilities:

- 4.1 The administrator must provide all information necessary to enable timeware® to fulfil its obligations under this agreement.
- 4.2 Must inform timeware® immediately of any changes to the approved contacts listed in managed service support agreement.
- 4.3 The customer must allow timeware® remote access to upgrade the software annually.

5. Exclusions

- 5.1 The following works/peripherals are not included as part of the managed service agreement:
- Fobs/badge
 - Server move
 - Initial customisation work (the managed service agreement covers the ongoing support)
- 5.2 The managed service support agreement does not extend any manufacturing warranty for hardware.

6. Payment

- 6.1 Managed Support is payable annually. Payment will be required at the end of the month before the commencement date in the managed service support agreement.
- 6.2 timeware® reserves the right to increase prices at short, or even no, notice.
- 6.2.1 All late payments will result in the managed service being stopped until payment is received.



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7. Modifications

- 7.1 The customer may not modify, amend, alter or in any other way interfere with the product or merge the product with other data or systems unless authorised in writing by timeware®.
- 7.2 The customer may not modify, amend or delete any part of these Terms & Conditions

8. Assignment

- 8.1 In the event of the customer named in this agreement, changes the trading name, all obligations under this agreement will automatically be transferred to the new trading name, unless timeware are notified in writing no less than 60 days.



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Annex 1

Managed Service Support Agreement

This managed service support agreement is between:

timeware® UK Ltd, 3 Fieldhouse Road, Rochdale, Lancashire, OL12 0AD (supplier)

and

(customer)

Commencement Date:

Planned Software Upgrade Month:

System Performance Review Month(s):

Product Awareness Meeting Month:

Approved Contact(s):

Name	Email	Primary Contact	Secondary Contact
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Software Support:

Software/Integration	Annual Cost
timeware® Professional	
Payroll Integration	
HR Integration	
Visitor System Integration	
Security Integration	

Device Connection Licences:

Type	Quantity	Annual Cost
Access		
Attendance		
Assembly		
Fire		
ESS Go		

Customisation Support:

Reference Code	Annual Cost
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Signed on behalf of timeware UK Ltd:

Name:

Signature:

Date:

Signed on behalf of Customer:

Name:

Signature:

Date: