

An introduction to timeware[®] customer care...

Revised: 20 June 2024

1. Introductions.

- a. Charlotte Kavanagh, Head of Customer Care.
- b. Karl Briggs, Customer Liaison Officer.

2. Overview of the customer care.

- a. *You could use pages 24-27 in sales brochure for content?*

Technical support.

- b. What is timeware[®] managed service?
- c. What does this include?
- d. Discuss and request the approved contacts list.
- e. Discuss the timeware[®] managed service change request procedure.

Customer care.

- f. Discuss annual software upgrade.
 - i. Choose a month.
- g. Discuss the system performance review.
 - i. Choose a month.
- h. Discuss customer care calls.
- i. Discuss timelines magazine.

3. Discuss if we should contact the customer once a system goes live on a regular basis for the first 10 working days?