

Service Description

Simply Biometrics will offer comprehensive support over and above the manufacturer's warranty to selected customers. The support and service packages are designed to help customers maintain and offer high service standards.

Support and Service Level (Overview)			
	Platinum	Premium	Standard
Manufacturers Warranty	√	√	√
Swap-Out Cover (On receipt of the faulty hardware)	√ (24 – 48 hrs)	√ (48 – 96 hrs)	NA
Simply Biometrics Expert Centre Hotline (Manufacturer Faults)	√ (8 hrs response time)	√ (24 hrs response time)	NA
Access to Online Support Resources	√ (Complete)	√ (Partial)	NA
Free Basic Support and Maintenance Training	√	NA	NA
Direct Access to Technical Account Manager	√	NA	NA
Case Management	√	√	√
Free Basic Training and Support Maintenance: Platinum status members will be offered a one day intensive training module to help build competence in supporting and maintaining both biometric hardware and software installations.			

Platinum Level Status

Platinum Status support and service level for select clients and customers includes:

- Free training on basic support and maintenance features of relevant Biometric hardware and software. The training module will help system integrators develop competence in maintaining and supporting installations. The module will be a one day training course for a maximum of three personnel (please see the attached training programme).
- Direct telephone access on all working days between 0900 hrs and 1730 hrs, to Simply Biometrics Expert Centre staffed by senior level analysts for expedited trouble shooting of hardware and software issues. Pre-assigned Technical Account Manager as point of contact for product selection (up to 3 man days/year), support plans, incident management and escalation.

(Please Note: This facility will specifically be available only for manufacturing defects with the provided hardware and software. Simply Biometrics will not be able to provide support on non-HRS software, installation and other associated issues.)

- Proactive assistance in helping customer plan infrastructure improvement, disaster management and develop customised support plans.
- Case management to help track resolution and escalation of issues.
- Management of manufacturer offering second line remote product support.



- Additional hardware and software support capability (e.g. on-line knowledge base) may also be provided directly with manufacturer as and when available.
- Visibility to and facilitation of issue resolution within the Manufacturer, with influence to escalate where appropriate, ensuring an appropriate response to <client> issues.
- In conjunction with the manufacturer warranty (if applicable), SIMPLY BIOMETRICS will provide replacement (swap – out) working hardware once faulty hardware has been received from the client. Replacement of products will be dispatched within 24 - 48 hours of receipt of faulty equipment to Customers business location.
- Platinum Status support and service is over and above the manufacturers warranty support.

Premium Level Status

- Direct telephone access on all working days between 0900 hrs and 1730 hrs, to Simply Biometrics Expert Centre staffed by senior level analysts for expedited trouble shooting of hardware and software issues.
- In conjunction with the manufacturer warranty (if applicable), SIMPLY BIOMETRICS will provide replacement (swap – out) working hardware once faulty hardware has been received from the client. Dispatch of replacement products within 48 - 96 hours of receipt of faulty equipment to Customers business location.
- Management of manufacturer offering second line remote product support.
- Additional hardware and software support capability (e.g. on-line knowledge base) may also be provided directly with manufacturer as and when available.
- Visibility to and facilitation of issue resolution within the Manufacturer, with influence to escalate where appropriate, ensuring an appropriate response to <client> issues.

*The hardware maintenance does not include the replacement of any consumable items (e.g. print ribbons, cartridges etc).

Service Charges

Service Charge: Platinum Level Status

Platinum level support and services are offered to clients based on the criteria of achieving minimum revenue target on a quarterly basis and will incur a charge of 20% based on all hardware and software purchased through Simply Biometrics. The support status will be revisited on a quarterly basis and will potentially appreciate if the targets are not achieved.

Platinum level support and service are also available for customers who do not wish to qualify on the minimum revenue generation per period. Service for these customers will be available at the rate of 25% on all hardware and software purchased through Simply Biometrics.

Service Charges: Premium Level Status

Premium level support and services are offered to clients based on the criteria of achieving minimum revenue target on a quarterly basis and will incur a charge of 17.5% based on all hardware and software purchased through Simply Biometrics. The support status will be revisited on a quarterly basis and will potentially appreciate if the targets are not achieved.

Premium level support and service are also available for customers who do not wish to qualify on the minimum revenue generation per period. Service for these customers will be available at the rate of 22.5% on all hardware and software purchased through Simply Biometrics.

