

THARSTERN TRUE SUPPORT



TECHNICAL SUPPORT CHARTER

Our Technical Support Charter sets out our commitment and standards of service that we aim to provide. The Charter applies to everyone who uses our services.

OUR COMMITMENT

We are committed to providing a professional, courteous and accurate support service to every customer.

We will achieve this by...

- Keeping staff trained and knowledgeable
- Redirecting incidents to the most suitable person
- Providing the correct solution first time, every time
- Providing regular feedback throughout an incident's lifecycle
- Correctly logging, categorising and prioritising all support incidents
- Avoiding overly technical explanations where possible

OUR AIMS

- Answer all telephone calls to 01282 865 999 within 10 seconds
- Respond to all emails sent to support@tharstern.com within 24 hours
- Resolve 80% of incidents within 1 hour
- Resolve 95% of incidents within 1 working day
- In some circumstances the incident will need referring to our Development Team for reworking. In these instances we will, wherever possible, provide you with a workaround or temporary solution and keep you regularly informed regarding a permanent solution. We strive to resolve this type of incident within 2 months.

PROGRESS & IMPROVEMENT

We continually monitor our performance and carry out daily satisfaction surveys to ensure we improve your support experience. As well as setting and beating rigorous targets we continually look for new and innovative methods to improve our service. Feedback from our customers is important and whether directly to our engineers, or as part of a survey, it is always appreciated.

MARKET LEADER IN **MIS** PRINT SOLUTIONS