

Support Services Overview

For Business Software, Hardware and IT Infrastructure

Comprehensive support packages to save you time, resources and keep your business running efficiently

Concentrix offers flexible and comprehensive technical support to all our customers. We have a dedicated support department with specialist staff expert in CRM, business management, accounting systems, hardware and IT infrastructure. This means, whatever your issue, we have staff on hand to resolve it. And, because all Concentrix support staff are physically located in the same room, they work together to make sure the problem gets sorted out - no matter what the cause - quickly and efficiently.

How It Works

Concentrix provides support for software (CRM, Business Management and Accounting Software), hardware (IT infrastructure), or both.

To ensure you get the very best value support, at the right level for your organisation, Concentrix offers a choice of support packages (details of the different packages are available on a separate information sheet). Once you've chosen the type of support you need and the package appropriate to your business requirements, you'll be able to get in touch with us if any issues arise.

Concentrix has a dedicated support line open five days a week during office hours, and a dedicated email address solely for support issues. We also offer

remote assistance and allow you to view all of your previous issues on-line with our Concentrix Self Service facility.

Most support issues can be resolved within a matter of minutes. However, in more complicated situations it may be necessary for the Concentrix Support Team to first solve the problem on a test basis in-house and return to the client once a solution has been found. We aim to resolve all support issues (even the most complicated) as soon as possible, preferably over the phone or via email. In rare circumstances, or with hardware or IT infrastructure issues, a site visit may be required.

Getting Support:

There is a variety of ways you can contact Concentrix to get the support you need:

Telephone Support Line

Available from Monday to Friday 8.00 am to 6.00 pm, the Support Team is always at hand to take your call. Whether you have a straight forward query that needs a 'yes' or 'no' answer or you need a little more attention, pick up the phone and put our fully qualified, highly experienced Support Team to the test!



Concentrix offers a comprehensive range of support services including:

- » User and Administrator Support
- » Dedicated Support Line & Email Address
- » Self Service Facility
- » Free Software Corrections and Revisions
- » Bug Reporting and Software Enhancements
- » Remote intervention
- » Database Administration Service

Support Services Overview

Giving you peace of mind on your Business Software and IT

On-Line Self-Service

Once you have a support agreement in place you will automatically receive a Self-Service username and password. This gives you access to current and historical issues, support news, an excellent knowledge base and the latest version, build and hotfix information.

Dedicated Support Email

In some cases it may be appropriate to email the support team rather than ring them, especially if you work outside normal office hours. You can email them at support@concentrix.co.uk

Services Included

No matter what support package you choose, Concentrix will provide you with:

Software Corrections and Revisions Notification*

You'll receive all the latest corrections and revisions on relevant software. We'll also give practical advice on upgrading your system with the latest patches and interim releases.

Bug Reporting and Software Enhancements

Any bugs that are detected as a result of your support issues are fed back directly to the manufacturer and investigated for fixes in future release. We will ensure that all issues regarding bugs and software enhancements are communicated to all customers.

Remote Intervention

A totally hassle free way of dealing with problems quickly and easily, without any assumptions! Remotely accessing your system, while talking through things step-by-step enables us to cure 95% of dilemmas there and then.

Database Administration Service

If you're a System Administrator fed up with being asked to create/delete new users, or dread the thought of database maintenance, we will gladly take the pressure off and perform these types of tasks for you.

How to Get Started

To get started with Concentrix support, please take a look at our information sheet about the different support packages we provide, or call **01509 410 500** to talk to one of our advisors. Then, simply email support@concentrix.co.uk with your details, and we'll be in touch.

"We have found the Concentrix Support Desk to be most helpful when logging a new issue. Resolution times are kept to a minimum and we are always kept up to date on outstanding cases until a solution has been found. We particularly like the remote intervention that Concentrix provide if problems cannot be resolved over the phone. It's also nice to have someone to answer the simple 'How Do I Questions!'"

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*Software corrections and revisions are subject to the terms and conditions of the manufacturer