

Oxinet Customer Service Charter

This document sets out Oxinet's commitments to serving and supporting our customers.

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Introduction

Oxinet is committed to supporting and improving customer care provision. As our business grows and our customer base diversifies, it is important to establish a charter in order to inform, support and respond to our customers’ needs effectively.

This document is designed to explain how customers can interact with Oxinet and our approach to service delivery. Please note that this document is not intended as a service level agreement and does not form part of your contract with Oxinet.

CONTACT DETAILS

[Oxinet office contact details](#)

Telephone Office: +44 (0) 1865 598790
Email Office: info@oxi.net
Address: Oxinet Ltd
59 St Aldates
Oxford
OX1 1ST
UK

Our office opening hours are 09:00 – 17:30 (GMT) Monday to Friday (we are closed on UK bank holidays).



Oxinet's HelpDesk

Should you have a query within office hours you can telephone our dedicated UK based support team on:

+44 (0) 1865 598799

Out of hours you can raise a query by:

Emailing the PEMS Customer HelpDesk: pems@helpdesk.oxi.net

Or by logging a ticket on the online HelpDesk by visiting <https://helpdesk.oxi.net/>

For response times and SLA's please see [Target service levels for HelpDesk access](#)

TOUCH POINTS

Who to contact and when

At its heart Oxinet is a consultancy firm. We recognise the importance of staying close to our customers and being responsive to their needs. Oxinet strive to provide an exceptional level of customer service and encourage a culture of collaboration with all customers. We understand that when you need support, you need clear channels through which to communicate.

Depending on your enquiry, the following support channels are available for you to use should you require our assistance or wish to discuss a new project:

- [Account Management](#)
- [HelpDesk access – over the phone or online](#)
- [Help Guides](#)
- PEMS User Group
- [Raising a complaint](#)

Account Management

From before the start of the project, through the implementation itself and beyond*, Oxinet will provide you with a named account manager.

This person will be already well aware of your needs and practices, and will quickly become acquainted with your own operations. They will represent you within Oxinet and ensure that we respond to your needs within reasonable timescales.

Your account manager will liaise with the HelpDesk support staff and the development team.

Your account manager will contact you at times to be agreed with you to discuss your experiences and any new requirements you may have. The table below describes a typical contact schedule. However, please note that should you wish to

raise a concern or discuss a new project or feature, you are welcome to contact your account manager at any time during office hours or via email.

REGULARITY	CONTACT METHOD	REASON
Weekly	Telephone call	During transition periods such as new implementations, your account manager will contact you weekly to “check-in.” This ensures that you are kept aware of developments and gives you the opportunity to feedback to Oxinet regularly during periods of change.
Monthly – usually second week of the month	Telephone call or face-to-face meeting	Post-implementation and ahead of new releases, your account manager will arrange a monthly meeting with your designated main point of contact, e.g. lead placement manager or admin staff, to discuss the details of new releases (if relevant), your ongoing experience of your system and/or any enquiries you wish to raise. Please note, that for technical or process queries please refer to the HelpDesk in the first instance.
Annual – at contract anniversary	Face-to-face meeting at your site	Once a year your account manager will arrange an annual service review between Oxinet senior management and your senior decision makers, e.g. Dean of Faculty, senior IT Managers, etc. This meeting is to discuss any contractual matters, such as subscription renewals, any new projects/features you wish to raise and to gain your feedback in a structured way.

Oxinet will provide you with direct contact details including email and office extension for your account manager.

For all other PEMS service related queries please contact the HelpDesk or view the PEMS Help Guides available via your PEMS dashboard.

* Please note than an ongoing support agreement will be required to access ongoing account management and helpdesk support.

HELPDESK ACCESS

We understand that when you need support, you generally need it now. That’s why our friendly Helpdesk is here to help*.

You can call within office hours to discuss your technical or process queries.

You can also email the HelpDesk or log a ticket via the online HelpDesk at any time.

The online Helpdesk provides users with the facility to:

- Raise support tickets
- Track the progress of your tickets
- Search Oxinet's online Knowledge-base
- Request new features

Please note that new feature requests should be raised via your account manager, but should they be raised via the HelpDesk they will be passed onto your account manager who will make contact with you to discuss.

* Please note that an ongoing support agreement is required to access ongoing account management and helpdesk support.

Target service levels for HelpDesk

Target service Levels will only apply to the live Placement Education Management Systems (PEMS) and associated websites, and web services provided by Oxinet.

The details are set out below:

Service Availability – Hosted Services

During any particular month we aim to achieve service availability of 99.9%.

Incident Management

The response by Oxinet to any incidents reported to it via the HelpDesk in accordance with the priority level of incident which it will determine as set out in the following table:-

Priority Level	Incident Description
1	Total non-availability of the PEMS Products or a material part thereof.
2	Where the use of a PEMS Product demonstrates that the application fails to comply with the product documentation and it can reasonably be held to materially impact on the customer's use of the system.
3	Where the use of a PEMS Product demonstrates that the application fails to comply with the product documentation but this does not materially impact on the customer's use of the system.
4	Any incident which is recorded but for which Oxinet has no resolution responsibility (e.g. bug in third-party software application)

Where reasonable Oxinet may suggest workarounds to address any customer issues.

Incident Response Targets

Clearly the timescale to resolve an incident is determined by a number of factors, some which may be outside of the control of Oxinet. To the extent that Oxinet can control the situation it is our aim to resolve incidents within the following timescales:

Priority Level	Target Incident Response Time
1	Resolved within four (4) Normal Office Hours from when an incident is reported in the Oxinet helpdesk system to the time when Oxinet reports that the site/system is once more available
2	Resolved within fifteen (15) Normal Office Hours from when an incident is reported in the Oxinet helpdesk system and the time when Oxinet reports that the incident is no longer occurring in the live environment
3	Parties to agree on a case-by-case basis, initial response and target resolution times [such times to be measured from the time when an incident is reported in the Oxinet helpdesk system to the closing of the incident in the system by the incident originator following successful testing in the test environment.]
4	No target – Oxinet incident recording only

Note: For priority 3 and 4 incidents requiring a software build Oxinet may opt to install onto a live environment as part of a scheduled release of PEMS.

Service Level Reporting

Any priority 1-3 incidents and resolution times will be maintained in the HelpDesk system for a minimum of 3 months from date of reporting of the incident for review by the customer.

HELP GUIDES

PEMS Help Guides are available via your PEMS dashboard by clicking on the 'Help' tab.

PEMS USER GROUP

The PEMS User Group is a UK-centric, independent body designed to support PEMS customers and ensure the users' voices are heard with regard to requirements for new system features and future releases. Oxinet gives highest priority to requests for enhancements from this group.

RAISING A COMPLAINT

An occasion may arise where you feel that our service has fallen below your level of expectation. We take customer feedback extremely seriously and are committed to responding and resolving issues sensitively, quickly and effectively for the benefit of all parties concerned.



Should you wish to raise a complaint you can do so using the following methods:

- Should your complaint relate to system failure or bug please contact the HelpDesk in the first instance ([Oxinet's HelpDesk](#))
- Should your complaint relate to the service you have received e.g. via the HelpDesk, or another member of staff, please contact your account manager directly
- Should your complaint relate to a Domain Dispute please refer to Oxinet's Domain Dispute Policy
- Should you wish to escalate a complaint please inform Oxinet's customer services manager by emailing customerservices@oxi.net

Alternatively, you can write to us:

Customer Services Manager
Oxinet Ltd
59 St Aldates
Oxford
OX1 1ST

Your complaint will be responded to within 5 working days.

