MAMSoftware
A Kerridge Commercial Systems Company

Support Operations Department Service Description

Purpose Objective and Scope of Agreement

This Service Description Agreement has been developed to detail the services that are available to purchase from MAM Software Ltd. It is also designed set expectations regarding the manner and timescales for delivery of those services.

Scope

Schedule 1 describes all available services provided by MAM Software Limited. Your Service Contract document indicates the actual services you have purchased.

Service will only be offered on products purchased directly from MAM Software Ltd. We are unable to provide assistance with items or services purchased from a third Party. Staff are trained and experienced in dealing only with products supplied by MAM. Attempting to provide support outside this of this scope will have a detrimental effect on service to the rest of our customers.

Elements of the Services that could reasonably be deemed to be treated as new Service Components and which are not specified in this Schedule, shall be deemed to be outside the scope of this Schedule.

Structure

The structure of this Schedule is such that each Service Group is broken down into its constituent parts which are called "Service Components". Details of the deliverables for each Service Component are provided, but detailed information regarding the process has been excluded as MAM Software Ltd should use at least good industry practice to deliver the services to you.

The Services

The Services to be provided consist of a number of Service Components. These Components are described in more detail in Section 3. Each service is purchased and charged separately, you should refer to your Service Contract to determine which specific components are applicable to you.

Definitions

1. **MAM produced application or database**
   a. Autopart, Trader, Tyre, Autocat, Autowork, Bodyshop, Autonet, WMS or components of those applications - Automail, MMS, Autocomms, Listener, Dtrans.
2. **Fully Managed Application Services**
   a. Autopart Online, Autowork Online, Autonet Online, Autocat (Central Database)
3. **Incident**
   a. Unplanned interruption or reduction in quality of an IT service. Failure of a component that has not yet affected service is also an incident.
4. **Service Request**
   a. A request for information or advice or a simple/standard change.
5. **Change Request**
   a. The addition, modification or removal of anything that could have an effect on IT services.

Service Component Descriptions

Service A – Application and Database Support

Service	A - Application and Database Support
Service Component	A1- Advice & Guidance
Description	- MAM will respond to requests for assistance on the use of MAM produced applications and associated databases. - This is achieved, where possible, by providing documentation on the area(s) of interest. If you are still unsure then technicians will endeavour to walk you through the process..
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices

Service	A - Application and Database Support
Service Component	A2 - User Error
Description	- MAM will respond to requests for assistance when you have made a mistake. We will provide advice on options to correct the mistake whilst maintaining an audit trail. - Due to auditing restrictions, MAM staff are unable modify data directly to correct mistakes.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices

Service	A - Application and Database Support
Service Component	A3 - Fault Resolution - Application
Description	- MAM will investigate reported incidents and should it prove to be a software fault will correct data issues and provide a software fix or workaround. - Where a solution can be provided by a workaround, and this is accepted by you, the original fault will be re-assigned to a new service level whilst a permanent fix is developed.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices

Service	A - Application and Database Support
Service Component	A4 - Fault Resolution - Database
Description	- MAM will investigate and resolve reported issues occurring within MAM application Databases. - Where MAM is unable to correct data it may be necessary to restore information from the previous successful backup.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices

Service	A - Application and Database Support
Service Component	A5 - Data Integrity
Description	● For incidents reported directly to MAM or through investigation of other incidents, MAM will make all reasonable efforts to correct incorrect entries within the database caused by power failure or hardware failure. ● For the purposes of compliance with audit checks, corrections shall be approved by you. Where MAM is unable to resolve, the data may be restored to the previous good backup.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices

Service	A - Application and Database Support
Service Component	A6 - Disaster Recovery
Description	● In the event of a catastrophic failure, MAM will facilitate recovery of the system by re-loading MAM applications and restoring data by using the your last good data backup. ● Once recovery has been completed, it is your responsibility to ensure transactions, that have occurred after the backup, are re-keyed into the system.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote based at MAM offices and at MAM's discretion onsite engineering personnel.

Service B – Hardware Support

Service	B - Hardware Support
Service Component	B1 - Fault Resolution – Located on customer's premises
Description	- We will remotely diagnose hardware issues. Fault resolution will vary dependent upon the type of problem as outlined below. - Update Drivers and Firmware - On occasion, resolution requires updates being applied to the device or the Microsoft Operating system. - Advanced Swap Out - On firm diagnosis of a physical hardware fault, MAM will initiate, where practical, an Advanced Swap out. - A replacement unit will be shipped by courier within the timescales outlined in Table 2 below. On receipt of the replacement you will be required to plug in the new unit and re-box the old for collection. - The unit will be shipped pre-configured with identical settings to the faulty device. Typical hardware affected includes for example (Screens, Keyboards, Mice, Printers, Modems, Routers) etc. - Important Note - Calls must be placed with MAM prior to 16:00 Monday to Friday for shipping to take place in the timescales outlined in Table 2. No shipping of replacements takes place on a weekend. - Replacement Policy - Replacement units are not necessarily new. MAM Policy is to replace like for like in terms and age and specification. Where this is not possible then a newer and better specification will be supplied but may not be brand new. - Onsite Visit - Where resolution of the fault cannot be carried out remotely or the fault does not relate to hardware that is easily swapped out, MAM will initiate a site visit.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices and, at MAM's discretion, MAM and our Partners on site engineering personnel.

Service	B - Hardware Support

Service Component	B2 - Fault Resolution - Fully managed Application Service
Description	● MAM will respond to incidents received via monitoring of our centralised infrastructure that underpins our Fully Managed Application Services. ● We will engage with our partners to resolve issues affecting our centralised infrastructure.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices and MAM Partners.

Service C – Microsoft Application Support

Service	C - Microsoft Operating Systems Support
Service Component	C1 - Fault resolution – Located on customer's premises
Description	- MAM will provide advice and guidance on loading the correct and up-to-date Microsoft updates/patches and ensuring the operating system is optimised for use with MAM produced applications. - MAM will reload the operating system in the case of a fatal failure of hardware or OS corruption.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices and, at MAM's discretion, onsite engineering personnel.

Service	C - Microsoft SQL Database Support
Service Component	C2 - Fault resolution – Located on customer's premises
Description	- MAM will provide advice and guidance on loading the correct and up-to-date Microsoft updates/patches and ensuring SQL is optimised for use with MAM produced applications. - MAM will reload SQL in the case of a fatal failure of hardware or OS corruption.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices and, at MAM's discretion, onsite engineering personnel.

Service	C - Microsoft Operating Systems
Service Component	C3 - Fault resolution – Fully Managed Application Service
Description	● MAM will proactively manage and patch the OS. ● MAM will reload the OS as necessary.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices. Engineering visit to Data Centre. MAM partners.

Service	C - Microsoft SQL Database
Service Component	C4 - Fault resolution – Fully Managed Application Service
Description	● MAM will proactively load updates/patches and ensure SQL is optimised for use with MAM produced applications. ● MAM will reload SQL as necessary.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices. Engineering visit to Data Centre. MAM partners.

Service D – Anti-Virus Support

Service	D - Anti-Virus Support
Service Component	D1 - Advice and Guidance
Description	- MAM will provide assistance on the use of Sophos Anti-Virus. This will be achieved by providing documentation and talking through, with the user's, area of interest. - This is a "First Line" service only and you should be aware that some incidents may be escalated to Sophos support.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices.

Service	D - Anti-Virus Support
Service Component	D2 - Fault resolution – Sophos Anti-Virus
Description	Where possible faults with Sophos Anti-Virus are reported to us, we will liaise with Sophos to diagnose and resolve reported incidents.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices.

Service	D - Anti-Virus Support
Service Component	D3 - Virus Removal – Sophos Anti-Virus
Description	● Where possible, we will remove the virus utilising tools available to us. ● Where removal is not possible and MAM have supplied and support the affected device (see service B1), we will facilitate re-loading of the operating system and MAM supported applications. ● Where we do not support the affected device we will recommend your local IT reload the operating system after which MAM will facilitate a reload of MAM supported applications.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices and, at MAM's discretion, onsite engineering personnel.

Service E –Fully Managed Application Service

Service	E - Fully Managed Application Services
Service Component	E1 - Data Centre Provision
Description	- Infrastructure located and hosted in secure 3rd party data centre providing:- - Physical security - Fire suppression - Redundant power supplies - Resilient network connections
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	MAM Partners

Service	E - Fully Managed Application Services
Service Component	E2 - Proactive Monitoring
Description	Areas monitored include as a minimum:- - CPU - Disk - Memory - Backup - Application processes
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices.

Service	E - Fully Managed Application Services
Service Component	E3 - Managed MAM Application upgrades and O/S Patching
Description	● Operating Systems Patched Monthly ● MAM Application version updates performed out of hours Tue-Thu as required
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices.

Service	E - Fully Managed Application Services
Service Component	E4 - Managed MAM Application Backup and Restoration
Description	● SQL data backup will take place daily and is copied to a separate remote location for storage. ● **NOTE** - there is no Disaster Recovery (DR) or Business Continuity (BC) provision provided in the standard service. Whilst the data centre and infrastructure is resilient, there remains a risk (albeit low) that an entire facility may be lost due to a disaster. ● In this case MAM will locate and commision alternative infrastrastructure and rebuild from the offsite backups detailed above. This will be done on a best endeavours basis with significant timescales for completion. ● Should you require DR or BC, bespoke options are available at additional cost. You should speak to your sales representative.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices.

Service	E - Fully Managed Application Services
Service Component	E5 - Personal Data Processing (GDPR)
Description	- In relation to fully managed application services, MAM are the 'Data Processor'. - The nature and purpose of this processing is to facilitate collection, recording, structuring and storage within a business or garage management system for use within the customer's own business processes. - The type of personal data stored is Contact Details and Vehicle details - The category of personal data stored is Customer.
Exclusions	N/A
Hours of service	N/A
Service provided by	N/A

Service F – Email Hosting

Service	F - Email Hosting
Service Component	F1 - Email Service
Description	● MAM will provide access, via Google, to agreed domains and mailboxes. ● The service will include an antivirus and anti-spam flagging and filtering component.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Google Gmail

Service	F - Email Hosting
Service Component	F2 - Fault resolution
Description	● MAM will respond to requests received via the MAM service desk to possible faults with the email service. ● MAM will liaise with Google to diagnose and resolve reported incidents.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices.

Service G - New Requirements

Service	G - New Requirements
Service Component	G1- Changes & enhancements to applications and database
Description	- Applications are being constantly developed and enhanced through the development request process. - New developments to the application are made freely available to customers who have taken out an application support agreement with us. However, charges may apply to the actual implementation of the new features dependent upon the complexity and time required. - Requests for changes to your current system will be logged and evaluated by the MAM Service desk. Where your requirement can be fulfilled using current functionality of the Application and Database, a decision is made as to possible charges for the implementation time. - Where your change cannot be met using current functionality of the application and database, you will be asked to complete a development request form.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices. Where necessary chargeable on site visits may be required to implement and train on new modules.

Service	G - New Requirements
Service Component	G2 - Changes & Enhancement to reports
Description	● Where you require bespoke changes to reports, we provide a report writing service. Charges apply based on the nature of any request. Simple changes (e.g. extending a field size of an existing report) we will carry out free of charge, please note these will be raised as low priority cases and will be serviced within our standard low priority case timescales. More complex requests will be charged at our prevailing rates - these are defined as per below: Low complexity (typically taking less than 1 hour consultancy) Low priority (Within 80 working hours), £61.50 + VAT Low complexity (typically taking less than 1 hour consultancy) High priority (Within 24 working hours), £118.20 + VAT Quotes for more complex requests are available upon request. £118.20+ VAT per hour (Minimum charge £236.40+ VAT)
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices.

Service	G - New Requirements
Service Component	G3 - Changes & enhancements to documents (invoices etc)
Description	● Requests for changes to your document layouts will be logged and evaluated by the MAM Service desk.

	● Dependent upon the time required to implement the requested changes, a charge may be applied. This will be discussed with you at the time. ● Care should be taken when ordering new stationery. It is always advisable to forward a proof of the new document layout for approval prior to committing to purchase.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices.

Service	G - New Requirements
Service Component	G4 - Changes & enhancements to hardware/Network/Operating system or communication infrastructure.
Description	● Where new equipment is being purchased from MAM, our sales department will have included charges for engineering or implementation time. ● Where you have purchased your own equipment, requests for changes to the existing MAM products will be evaluated by the MAM Service Desk. ● Details of your requirements will be passed to sales in order that they can advise of charges.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices. Onsite chargeable engineering/implementation staff.

Service H - MAM Network Solutions

Service	H - MAM Network Solutions
Service Component	H1- Fault resolution
Description	- MAM will engage with our partners to remotely diagnose MAM Network issues. - Where necessary, we will facilitate the advance swap out of hardware components related to the MAM Network Solution. Note - varying levels of SLA are available on MAM Network Solutions. You should refer to your Service Contract to determine the exact level of cover you have purchased.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices and, at MAM's discretion, MAM and our Partners on-site engineering personnel.

Service I - Autocat Data Conversion Service

Service	I - Autocat Data Conversion Service
Service Component	I1 - Data conversion and publishing
Description	● MAM will convert supplied data feeds to MAM's V8 standard and any subsequent standards and publish to Autocat.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices.

Service	I - Autocat Data Conversion Service
Service Component	I2 - Fault Resolution
Description	● MAM will investigate any reported data fault, will correct converted data issues and re-publish to Autocat.
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices.

Service	I - Autocat Data Conversion Service
Service Component	I3 - Monthly Reporting
Description	- MAM will provide monthly analysis of the service. Reporting will include:- - Parts added/removed or amended - Part GAP analysis
Exclusions	See Table 3 below
Hours of service	See Table 1 and 2 below
Service provided by	Remote personnel based at MAM offices.

Service hours, Priority and Availability Levels

The Services outlined in 'Service Components' above will be provided during the service hours described in Table 1 below and to the Service Response levels outlined in Table 2.

Table 1 – Service Hours

Description	Mon-Fri	Saturday	Sunday	Bank Hols	Xmas, Boxing, New Year	Services supported during Service hours
Business Management Service Desk	7:00 to 18:00	8:30 to 13:00	9:00 to 13:00	9:00 to 13:00	Closed	All services
Garage Management Service Desk	08:30 to 17:30	08:30 to 13:00	Closed	Closed	Closed	All services
On Site Visits	10:00 to 16:00	No Service	No Service	No Service	Closed	A6, B1, C1, C2, D3, E1, H1
New Requirements	09:00 to 17:30	No Service	No Service	No Service	Closed	G1, G2, G3, G4
Fully Managed Application Service	07:00 to 01:30	08:30 to 17:00	08:30 to 17:00	08:30 to 17:00	Closed	B2, C3, C4, E1, E2, E3, E4
Autocat Data Conversion Service	09:00 to 17:00	Closed	Closed	Closed	Closed	I1,I2,I3

Contact Details - MAM Service Desk

Business Management System Support   01226 352903
Garage Management System Support   01226 352904
Email: Support@mamsoft.co.uk

Autocat Data Conversion Service   01661 525097
Email: Autocatdata@mamsoft.co.uk

MAM Software Ltd
Units 5 -7 Maple Park,
Maple Court,
Tankersley
Barnsley,
S75 3DP

Table 2 – Priority levels and Response Times

Level	Time to Respond		% SLA
Incident Emergency	1 hour	Critical business impact: All users at a location unable to use or access the entire system or service, nothing operative. Unable to Trade.	98%
Incident Urgent	4 working hours	Major business impact: Fault affecting a large percentage of users at a location and seriously impacting their ability to trade	97%
Incident Standard	16 working hours	Minor business impact: Fault has minor impact on the working of the system or limited to a small percentage of users at a location.	95%
Service Request	24 working hours	Low or no business impact. Generally cosmetic problem or 'how do I do'	95%
Change Request	36 working hours	New requirements will be reviewed during this period and required forms issued detailing charges or requirement for further clarification/specification of the change.Changes that can be fulfilled with current functionality and can be completed remotely are then scheduled into the current workload. Where development or onsite visits are required, time scales can be lengthy and further discussions take place.	95%
Data Faults	16 working hours	Part of the Autocat Data Conversion Service - (Service I)	95%
Data conversion and publishing	36 working hours	Part of the Autocat Data Conversion Service - (Service I) Target turnaround time following the initial data conversion.	95%

Response Definition

A response shall be defined as the point in time when the incident being reported is accepted by MAM as their responsibility, logged on the Support system, the customer given an incident number, priority agreed with the customer and an action plan discussed with the customer that will lead to a resolution of the incident or creation of an acceptable workaround.

Managed Service Availability

MAM Software provides and availability level of 99.5% on all managed services.

Availability is calculated 24/7 over any given three month period following delivery of the service to the customer.

Unavailability is calculated from the time at which the customer validly informs MAM Software of the service being unavailable.

Calculation of availability is not impacted by:-

1. Failure of customer's network connectivity to the centralised services.
2. Hacking, spamming, viruses or other hostile computer programs.
3. Scheduled maintenance (advanced notification will be provided) and system backups.
4. Events or circumstances beyond the reasonable control of MAM Software including any Force Majeure or failure of another telecommunications networks and internet connectivity external to MAM Software.

Exclusions and Customer Responsibilities

The following table outlines the exclusions for each service component as outlined in Section 3 above:

Table 3 – Exclusions

	Description of exclusion
1	MAM does not provide proactive monitoring of systems located on your premises. Proactive monitoring is only available as part of the Fully Managed Application Service (Service E).
2	The application and database support charge does not, by default, provide for the resolution of virus or spyware related issues. Purchase of Service D (Anti-virus) and Sophos licensing is required.
3	MAM do not provide support Third Party Software. Queries related to other applications should be addressed directly to the product vendor or your supplier.
4	The support charge does not provide for the support of issues brought about by the loading of Third Party Software.
5	MAM do not provide consultancy or advice and guidance on business management or accountancy.
6	MAM will not carry out application file maintenance work on behalf of you. MAM will provide you with advice, guidance and documentation to help you to maintain your business data.
7	MAM does not provide preventative maintenance for hardware located on your premises.
8	MAM cannot provide support or be held responsible for the failure of communication infrastructure employed by you that is not supplied by MAM. This would include your phone systems, connections to the internet and virtual private networks. You should choose a reputable company to provide these services and ensure that the service provider can meet your required service levels.
9	VRM and Catalogue data is provided to MAM by third parties. MAM makes reasonable efforts to ensure the source of the data is reliable but cannot be responsible for the accuracy. Notifications of data being incorrect are communicated to the specific data supplier in question.
10	VRM data is hosted on third party servers which MAM applications communicate with to carry out requested VRM lookups . MAM cannot be responsible for downtime suffered by these third party providers.
11	Training over the phone as part of ongoing support.

Table 4 - Customer Responsibilities

In order for MAM to carry out its obligations, you must:-

1	Provide your MAM Account code.
2	Provide information as requested by MAM technicians to assist in diagnosis.
3	Be available at your location to receive engineer and parts.
4	Be responsible for parts received from a carrier until given to the engineer.
5	Provide MAM staff with full, safe and prompt access to the system(s)
6	Provide a competent person with knowledge of the system and fault to be present throughout the repair/diagnosis.
7	Ensure the system is in an easily accessible location and conforms to current health and safety regulations.
8	Make available to MAM, free of charge, all facilities and services reasonably required by MAM to enable MAM properly to provide the services.
9	Provide such telecommunication facilities as are reasonably required by MAM for the performance of its obligations and for testing, diagnostic and remedial purposes. I.e. designated fast broadband access with full network connectivity.
10	Keep full security copies of MAM application data to facilitate re-load in the event of a disaster.
11	Be responsible for recovering your own third party application software and data.
12	Provide MAM with knowledge of new requirements or planned changes to your configuration and provide reasonable timescales to allow MAM to plan the required actions and schedule required staff to deal with your new requirements.

Additional Charges

MAM Software Ltd may charge the customer under the following instances: -

1	The use of components or software not been approved by MAM.
2	Changes to the configuration not made or approved by MAM.
3	Relocation or transportation of equipment without prior written approval of MAM.
4	Servicing or maintenance not performed by MAM. ● For the avoidance of doubt. As part of Application Support (Service A) MAM will provide remote reloading of the application in the event of a Third Party Hardware failure. ○ Where Third Party Equipment is being replaced under a scheduled program of upgrading then MAM should be consulted prior to work starting. Where deemed necessary, an order will be raised allowing MAM to schedule the required staff. ○ This ensures emergency support cover to other customers is not affected by unscheduled upgrades and that MAM can make available the relevant personnel. If insufficient information and warning is not provided, MAM cannot guarantee staff can be made available. ● Where MAM suspects the above policy is being abused, you will be notified in writing of this agreement, your obligations and charged accordingly.
5	Where usage is not in accordance with product instructions.
6	Where you have failed to perform specified preventative maintenance.
7	Where there has been accidental or malicious damage.
8	Where there has been Virus/Spyware damage and the IT system security is not being provided by MAM. ● Where the IT system security is being supported by MAM Software Ltd all fault resolutions of Virus/Spyware incidents are carried out remotely. ● Where an onsite visit is required or requested, additional charges will be made.
9	Charges as described in the "New Requirements" section of this document.
10	As documented in the "Service Components Descriptions", support is largely provided remotely by staff based at MAM offices. ● Where customers fail to provide the required connectivity, (as described in Table 4 point 9) this will impact negatively on the levels of service MAM are able to supply. ● MAM reserve the right to charge for onsite visits where resolution of incidents cannot be resolved remotely because of the failure to comply with the points detailed in Table 4.

Withdrawal of Services

Charges need to be paid as agreed, failure to do so can lead to the suspension of all services. Additionally, any outstanding debt causing your account to be placed 'On-Stop' will result in the withdrawal of all services until full payment of these debts is received in full. Accounts are only placed 'On-Stop' as a last resort. Where an outstanding debt is being reasonably disputed, support will remain in place until all reasonable efforts to end the dispute have been explored.

Customer Community Access

Access can be granted to a secure portal for customers to view and update current incident log information, view historical information and log new incidents.You will need to be issued with a username and password. Contact Support Services for more details.

Escalation Procedures

In the event of an incident falling outside of the agreed response times, there exists a process that allows the incident to be escalated up the management structure. Please escalate using the roles in the following order.

1. Duty Service Desk Manager.
2. Support Manager, UK. johnhgh@mamsoft.co.uk
3. Service Delivery Director. martin.searle@kerridgecs.com