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AXIS Support

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1.519.747.5222 ext 1
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1.519.746.4421
- ▶ **Internet**
axis_support@campana.com

AXIS Support is provided by Campana to assist you with any problems or questions you may experience while using the AXIS software. We have a team of qualified and dedicated staff who have extensive experience troubleshooting HP-UX Unix, IBM UniVerse and AXIS.

Support Coverage

Direct Phone Support: 8:30am - 5:00pm Monday to Friday (EST)

Exceptions: 8:30am - 2:00pm Christmas Eve

Closed: Christmas Day, New Year's Day, and Good Friday

Your normal support coverage applies between 8:30am - 5:00pm Monday to Friday, local club time on days when your club is open. If Direct Phone Support is not available during this time, you can place your call through After-Hours Support, and your After-Hours Support fee will be waived.

Canadian Holidays

Canadian holidays include Family Day, Victoria Day, Canada Day, August Civic Holiday, Labour Day, Thanksgiving, and Boxing Day. Urgent and critical calls placed on a Canadian holiday are dealt with by regular support staff or after hours support staff.

Classes of Calls

Calls are normally handled on a first-come, first-served basis. However, some calls demand a more immediate response than others. In order to provide the best level of support possible, we classify support calls into three categories: Routine, Urgent and Critical. When placing a call, please make sure that we understand the relative importance of your call by using these terms. This classification will ensure that your most important calls are processed first.

Routine Calls

The majority of calls fall into the Routine category. These calls will be handled as quickly as possible, but it may be the next working day before someone can respond. If a resolution is going to take longer than 24 hours, we will contact you and give you the name of the person who will be responsible for your call, as well as the expected resolution time.

Urgent Calls

Urgent calls encompass any problems that are time-limited or that have a significant impact on your operation. A teller's terminal that is stuck in a Point-of-Sale transaction may be routine at one time, but urgent if it is one of two terminals in a branch. Problems with major reports such as the Daily Call Master, a Bill Run, or a cheque run are usually urgent. Please indicate the urgent nature and or deadline when placing such as call.

We will give urgent calls as much priority as possible, but will not interrupt a call in progress. You should expect to have someone working on an urgent call within two hours of it being placed. Please ensure that we have a contact name and number, and that all relevant information is available.

Critical Calls

A critical call should be reserved for those problems that have a severe and inescapable impact on your operation. Some examples might be a hung or down system, all terminals hung or aborting with the same error, or a corrupt data file.

A critical call will receive immediate attention, and will interrupt any non-critical support tasks. Do not leave a critical call in voice mail. If you do get the AXIS voice mail, dial 0, and ask the receptionist to page AXIS Support for a Critical call. When placing such a call, do not accept a response that "your call will be queued". Make sure you use the word "critical". We will find an unoccupied support person to take responsibility for your call before you hang up.

Procedures & Protocol

Support Phone Queue

The AXIS Support Phone is answered whenever possible. If all of our support representatives are busy, your call will be directed to our voice mail system. Please leave your name, club name, contact phone number and a brief description of the problem.

Please be explicit. A call from "Kathy at the Auto Club" may be meaningful to the caller, but all of our customers are auto clubs, and we know many Kathys.

Please do not hop from extension to extension trying to find a "free" support person. Our standard procedure is to have the first available support person check messages queued in the AXIS voice mail. We will attempt to call you back within ten minutes of leaving a voice mail message.

Please do not leave support calls, especially critical calls, in any Campana employee's individual voice mail box. It may be many hours before a person will check their personal voice mail, and it is not always possible for a particular person to respond to your call.

Call Details

The call taker will ask for the important details of a problem. As this information is collected, we enter it into our on-line support system. Details such as the account, login name and port number are always useful. The number(s) and description of the menu option you are using will help us avoid misunderstandings, especially when custom menus are involved.

Call Resolution

We always attempt to inform you when a support call is resolved. In general, we will telephone the person who originally placed the call. For support calls that require a follow-up action, details of the resolution will be forwarded to the project leader.

Weekly Reporting

We will send a weekly Support Report to each club via automated email. The report identifies all calls placed during the month, and gives the resolution of each call. A list of currently open calls for your club is also included. Please contact Alan Campbell to arrange receipt of this report.

Escalation Procedures

Occasionally, there may be a support call that has not been given the priority or attention that you feel it requires. When this happens, the first step should be to talk to Alan Campbell, the Manager of AXIS Support or Angela House, Assistant Support Manager. When you call the support desk, explain to the call taker that you need to speak to Alan because you want to escalate an existing call. They will ensure that you receive a prompt response.

If Alan and Angela are not available the next person to contact would be David Dennis, Director - AXIS Projects, and finally Jim Hardy, Vice President Systems. Again, if you have difficulty contacting someone, explain to the support call taker that you need a call escalated and they will arrange for a return call.

Chargeable Support

We endeavor to keep extra charges for support to a minimum. Support calls that involve such things as custom programming changes, data recovery, or hardware installations may be chargeable, however. When the support desk handles this type of call, we will charge the call at the current support rates.

We will be sure to identify such calls before starting any work, and ensure that we have your agreement that the call is chargeable.