



SURFACE **IMPRESSION**

Surface Impression Support Programme

Sustaining your digital resource over the long term

Contact:

support@surfaceimpression.com

www.surfaceimpression.digital

Now that your website has launched our contact with you continues with the same team but in a different way. You will have been informed briefly at the proposal stage about our support system and a suggested amount of hours to purchase.

WHAT IS SURFACE IMPRESSION SUPPORT AND WHY PURCHASE IT?

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Just because your site has launched does not mean an end to contact between us. We are more than aware that problems can arise on your site be they technical or design related. We can also appreciate that as your website (or other digital product) grows you may wish to change, develop or add new functionality. The purchase of a support package can help with this.

This document outlines how much support costs, what you can use it for and how to log a support request.

BENEFITS OF HAVING A SUPPORT PACKAGE

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- ✓ Cheaper hourly rate (£82.50) than our normal development rate (£125.57) to carry out work
- ✓ Dedicated contact who manages support requests and delegates to the relevant member of the team to ensure an efficient work flow with 3 options of contact
- ✓ Cover in the event of a major issue that affects the status of your site and a guarantee it will be resolved as quickly as possible
- ✓ Provide the option to develop and expand on existing functionality
- ✓ Provide the option to make small amendments to design and style
- ✓ Assist with security issues, strategy and post launch training
- ⓘ Further specific information on what we cover can be found under 'What is a support package used for'.

HOW IS SUPPORT TIME PURCHASED?

Unlike other companies that offer prepaid monthly packages where if the service is not used you don't get the time back, here at Surface Impression we give you better value for your money. You can use your support time as and when is needed and simply top it up when you run out.

This means you won't lose any money if you decide not to do any work. Clients tend to purchase in blocks of 6 hours. We will estimate how many is needed in a year for your site. However we appreciate you will not always be able to afford this due to a financial situation or lack of funding . We are happy to discuss an alternative amount.

HOW IS TIME DEDUCTED FROM YOUR SUPPORT PACKAGE?

Once you have made a support request it will be assigned to a relevant member of staff and they will log how much time it takes to do it. The resulting amount of time will then be deducted from the total number of hours of your support package. If this is pre-planned work we can give you an estimate of how much will be deducted so you are fully aware of how much impact it will have on your overall hours. You might need to purchase some more hours or if that is not possible we will be able to suggest an alternative way of carrying out the task that will use less hours. **An example would be:**

- A) Client has a 12 hour support package.
- B) The client wants to add blog functionality to the site.
- C) The task is created and assigned to a member of the team and they carry it out.
- D) The task is logged as taking 3 hours to complete.
- E) 3 hours are then deducted from the support package with 9 hours remaining.

We try to be as accurate as possible when estimating hours but occasionally unforeseen issues may occur and more hours will be used. You will be informed as soon as possible if this is the case.

WHAT HAPPENS WHEN YOU RUN OUT OF SUPPORT HOURS OR YOU RUN OVER?

The support manager regularly checks the status of support packages. They will inform you when you are running low - usually when you 25% of your support package left. You will be asked whether or not you wish to purchase a new support package. Occasionally it might be the case that the task being worked on will go over the number of support hours you have remaining. Where possible we will try to inform you of this in advance. The number of hours over your current support package will be deducted from your next one. **An example would be:**

- A) Client has 1 hour remaining on their 12 hour support package and has asked for some more work.
- B) The work takes 2 hours.
- C) The 1 hour that is not covered by the package is deducted from their next package.
- D) The client purchases another 12 hour package but because the previous one ran over by 1 hour it becomes an 11 hour support package.

WHAT IS A SUPPORT PACKAGE USED FOR?

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Functionality

An aspect of your site isn't working OR you wish to add a small change to the functionality of your site.

Design

The layout of a page or the site appears oddly in your web browser OR you wish to make minor amendments to design, such as changing colours or the layout.

Security

You think an unauthorised person has access to a password protected area of your site and you believe it to be compromised OR you wish to improve the security of your site.

Training

You have forgotten to do something in the CMS OR you have a new member of staff who requires training in its use.

Hosting provision

The site is loading slowly, not displaying at all OR you want to move to another hosting provider.

Strategy

You want to improve the way your sites content is organised and improve its usability OR you want us to help you analyse your google analytics and propose improvements.

Media production

You want to know the best techniques for adding images and audio to the site OR you need help with converting images and processing audio files.

Bugs

A bug has been introduced to your site either from a software / plugin update or third party application.

Legal and Policy

The government introduces a regulatory change that will impact your site OR your organisation makes a policy change that must be reflected on your site

WHAT ARE THE TURNAROUND TIMES?

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Like all work, support is scheduled as part of our daily business activities. To allow us to allocate resources effectively, support requests are categorized into three priority levels - high/medium/low.

- High priority - 1 day
- Medium priority - 1 week
- Low priority - up to 2 weeks
- Uncategorized - to be agreed with you

Examples:

High priority - The site or major functionality is not working at all. This is the highest priority level and means the issue will be addressed as soon as possible.

Medium priority - There is a small problem with the layout of a page, some text is not formatted correctly or a media file is not loading.

Low priority - Colour of an element on the page does not match, a background is out of line, you need to change the address a mailing list goes to or a newsletter template needs adding.

Uncategorised - As mentioned you might want to add an additional piece of functionality to the site using your support package. The turnaround time for this will be negotiated beforehand as it does not fit in with any of the levels above.

These turnaround times (excluding high) are not always guaranteed and can depend on several factors such as staff availability and during a busy work period.

WHAT CAN'T WE SUPPORT?

Domain names - These are independent of the actual provision of the website and should be controlled directly by you.

Search engine rankings - Although we optimise sites for this we do not guarantee any performance level of listings within search engine results pages.

Financial transactions - Exchange of money is covered by the agreement with your transaction provider. The shopping cart or any related functionality is covered by the support agreement but the transaction facilities are not under our control.

Third party applications - If the site is integrated with another application (one that we have not created for you) then you need to arrange support with the provider of that application.

-  Functionality
-  Design
-  Security
-  Training
-  Strategy
-  Hosting provision
-  Media processing
-  Bugs
-  Domain names
-  Search engine rankings
-  Financial transactions
-  3rd party applications

There are 3 specific ways your can log a support request with us:



Teamwork



Email



Phone

Teamwork

You will already be familiar with Teamwork due to its use during the build of your site. Once again it will be the preferred way for you to contact us.

When you enter the support phase a completely new teamwork project will be set up. The previous one you were using will be archived but it can be retrieved at any time.

The new project will have a title that indicates the amount of support time you have. This project will remain until the hours have been used up. A new one will be made again once a new support package has been purchased.

If you or a member of your staff does not for some reason have a Teamwork account we can create one for you.

To put in a support request you would use the same process as you would for any other message:

Create a new message. Make sure the title describes the issue clearly. The contents of the message should go into as much detail as possible and include email chains and screenshots. Before you post the message it is important to include the support manager and also the designer and developer who you know worked on the project.

Make sure to tick 'Notify these people' before you post the message.

Two things you should consider before you do this:

Keep each support request to a separate message if they are not related. This makes tasks easier to manage.

Make sure you tick the box that notifies the people you are sending it to. This is important because if this is not ticked the chances are your message will get buried beneath the many others we get on a daily basis.

Once the message has been posted the response time will vary depending on the severity of the issue. We will always try to respond even if it is to say we are aware of the issue. When a message has been received a task will be created by the support manager and assigned to a person who has worked on the project.

They will be provided with the relevant information and directed to the message you have created. If they have any comments to make on the issue they will respond there.

Email

The support manager email address is support@surfaceimpression.com. Although we would prefer you to use Teamwork we understand there may be times when you cannot access it or do not have an account. We prefer emails for non urgent requests and follow ups from phone calls.

Phone

We recommend using the phone only if the issue is urgent or high priority. In the first instance you should ask for the support manager, who will be Emily Thorpe or Priscilla Deretti. However there may be times when he is unavailable so you can also speak to a colleague who has worked on the project. If you are unsure who this person is you can explain the issue and a relevant member of staff will try to assist as much as possible.

DO YOU OFFER A SLG (SERVICE LEVEL AGREEMENT)?

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It is possible to purchase a SLG for a fee starting at £150 per calendar months for these turnaround times. Faster turnaround times will require higher SLG fees. If the guaranteed turnaround time for a support request made under an SLG is not met it will be refunded.

What are the Terms and Conditions of a support package?

You will invalidate the terms and conditions of your support package if you or any third party - Modify any of the templates or CSS within the site without prior permission.

Give out your CMS, FTP or any other system password to anyone. Each user should have their own log in details and appropriate levels of access. Contact us for help with this if you need it.

Change your CMS password to something too simple that can leave the site vulnerable.

Further information

If you want further information on the support process do not hesitate to us, via email or phone. You are also welcome to come to meet us in person or have a Zoom call to have a handover meeting from project management to support.

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