

Support For EnviroSys

Always ready to help

Quality support and ongoing maintenance helps safeguard your investment in EnviroSys. To ensure we deliver the highest level of service and provide regular software upgrades, we've implemented robust support networks and processes to ensure your issues are addressed as quickly as possible.

A standardised solution

EnviroSys is built with a standardised data model. This allows software configuration to be done with the tools provided within the EnviroSys interface and without affecting the underlying structure of the code.

The long-term supportability of EnviroSys is ensured because our EnviroSys support team can track and fix issues rapidly and upgrades are more efficient.

The standardised data model means acQure is able to deliver support regardless of how you have configured your solution.



Global support network

Email: support.envirosys@acquire.com.au



Telephone

Adelaide, Australia **+61 8 8180 0279**



Response times

Our support team endeavours to respond to support issues within one to four hours, depending on the severity and impact of the problem you are experiencing. We aim to close support incidents within three business days.



Software release frequency

We aim to release at least one major EnviroSys update each year. This is supplemented with several minor and patch releases, depending on demand. Full details of release dates, functionality inclusions and changes are available in our Online Help.

Global Support Coverage

*Adelaide ACST: Based on a follow-the-sun philosophy to cover the 24 hour period.

Annual software renewal

Your EnviroSys software maintenance/subscription is renewed annually and gives you access to:

- The latest software updates.
- A support tracking database to monitor response times and ensure timely resolution.
- Remote access tools to ensure our support team resolve your issues promptly.
- Reference materials provided as part of each version release.
- Support for all EnviroSys users within your company.
- Invitations to user events and webinars.

Supportability



Telephone



Email



Remote support
Emailing tools & briefcase

Email support

A dedicated email address **support.envirosys@acquire.com.au** is used to manage support incidents. All emails (including attachments) received through this channel are automatically loaded into our centralised database and monitored by our specialists. This process allows us to:

- Provide a structured method of responding to your enquiries.
- Monitor and ensure timely responses.
- Identify key support issues for potential product enhancements.
- Review efficiency of our learning programs and online help.
- Centrally store data associated with each site to assist with incident resolutions.

Important:

- Please do not send support requests direct to individual personnel. They cannot always respond to support issues when travelling and serving other clients.
- When emailing attachments please ensure the files are compressed. If the file is larger than 10Mb please contact support.

Remote access tools

We can use remote access tools, such as MS Teams, GoToAssist and Webex, to view your screen, take control or instruct you on what steps are needed.

Escalation process for support Incidents

We escalate support incidents to a higher support priority based on:

1. Time since the support incident was logged.
2. Time since the last activity on the support incident.
3. Change in severity or impact of the issue.

Support incidents can also be escalated if additional technical input is required from our Product team. This provides a clean path for software issues and Change Requests (CRs) to be captured and tracked within our Product team's development systems.

Share your product feedback

When you raise a support issue, this gives our Product team a broader understanding of how ongoing product support can be improved and prioritise CRs. Our technical support is provided by our skilled Technical Advisers.

This ensures key technical staff are routinely involved in support processes.

