acquire gimsuite

Support For Your GIM Suite

Always ready to help

Quality support and ongoing maintenance helps safeguard your investment in GIM Suite. 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

GIM Suite is built with a standardised data model. This allows software configuration to be done with the tools provided within the GIM Suite interface and without affecting the underlying structure of the code. The long-term supportability of GIM Suite is ensured because any person within our global support team can track and fix issues rapidly and upgrades are more efficient.

The standardised data model means acQuire is able to deliver support to over 450 sites and 250 companies globally, regardless of how you have configured your solution.

Global support network
Email: **support.gimsuite@acquire.com.au**

Telephone regional offices
Perth, Australia **+61 (8) 9316 6680**
Johannesburg, South Africa **+27 (11) 219 6240**
Santiago, Chile **+56 (2) 203 4072**
Calgary, Canada **+1 (403) 538 2123**

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 GIM Suite 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 Help Centres.

Global Support Coverage

*Perth AWST: Based on a follow-the-sun philosophy using all regional offices to cover the 24 hour period.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24

Perth
Johannesburg
Santiago
Calgary
Santiago
Calgary

Annual software maintenance

Your GIM Suite software maintenance is renewed annually and gives you access to:

- The latest software updates.
- A global technical support network.
- A support tracking database to monitor response times and ensure timely resolution.
- Remote access tools to ensure our support team resolve your issues promptly.
- GIM Suite support package technology.
- Reference objects, ready to use, provided as part of each version release.
- Support for all GIM Suite users within your company.
- GIM Suite Learning courses including complimentary units so your staff stay up-to-date with technology advancements.
- Invitations to user events and webinars.
- Useful online resources and technical articles through acQuire's Help Centres.

Supportability

Around-the-world: all zones

Telephone

Email

Remote support
Emailing tools & briefcase

Email support

A dedicated email address, support.gimsuite@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 in each time zone. 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 Help Centres.
- 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 GoToAssist and Webex, to view your screen, take control or instruct you on what steps are needed.

Support packages

Support packages can be used to log issues for faulty objects or objects of interest. They reduce the number of support steps required to resolve cases as our support team can quickly identify issues when presented with a complete picture. Please visit GIM Suite's Help Centres to learn how to generate a support package.

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 Requests For Enhancements (RFEs) 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 RFEs. Our technical support is provided by our skilled Technical Advisers, ensuring key technical staff are routinely involved in support processes.

Help Centres

Our Help Centres are accessible online to help you solve issues yourself, without waiting for a support response, or to gain more advanced knowledge about a number of topics. Searching for a solution to your own technical problem often allows you to understand the issue you are experiencing better. If you can't find an article covering your needs, please let us know so we can continue to grow our Help Centres.

Object source control

There can be considerable time, effort and knowledge spent in the construction of objects within a GIM Suite workspace. Hence, it is important to manage these objects with a system that reflects their importance. We store copies of GIM Suite objects constructed as part of your implementation and subsequent support in a source control system to retain the information making up your GIM Suite workspace. If one of our support offices needs to assist your site in another geographic region, we have knowledge of your site-specific implementation and workflow.

Issues not included in support

Modification of existing objects, or construction of new GIM Suite objects (e.g. import or report objects) fall outside normal customer support. Please ask your nearest acQuire office about assisting with these requirements on a chargeable basis.

Maintaining support compliance

Your GIM Suite becomes unsupportable when the integrity of the GIM Suite data model has been compromised. It may be compromised by:

- Adding customisations into the data model by introducing additional tables, stored procedures, functions, or triggers.
- Modifying the GIM Suite metasystem.
- Storing data types or formats in areas of the data model intended for other purposes.
- Loading data incorrectly into the data model.

You may not be aware your implementation has become compromised until you have raised a support incident with acQuire and our team begin to troubleshoot your issue. If your GIM Suite is compromised, we immediately notify you and recommend you undertake a Warranty Survey or Health Check to determine the extent of the issue. A plan is provided to rectify your issue and once it is resolved, support for your GIM Suite will be reinstated.

You can reduce the risk of your GIM Suite becoming non-compliant by:

1. Ensuring your database managers are sufficiently trained to use and manage GIM Suite through GIM Suite Learning.
2. Use an Accredited acQuire Implementer to carry out your GIM Suite implementations.
3. Consult with your Account Manager before extending your GIM Suite to additional sites or domains.
4. Use accredited Nova Network Partners to supplement your in-house capabilities. Our Nova Network Partners provide independent consulting services to ensure skilled resources and domain expertise are available when you need them.
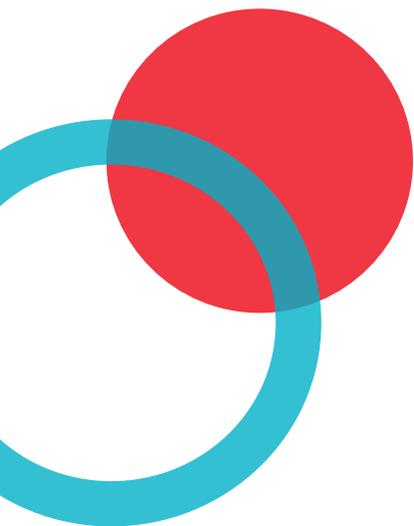
Frequently Asked Questions

Q: What is the difference between configuration and customisation of GIM Suite?

A: Configuration uses tools provided within GIM Suite to change behaviour and features, without changing the underlying structure of the code. The configured changes will fit in the standard model.

Customisations change the underlying system code to meet the required behaviour. It introduces non-standard backend coding where the structure is only understood by the user who created it.

Q: What is the impact of customising GIM Suite?

A: When you customise the underlying code of your GIM Suite, it impacts the longevity and supportability of your solution. Your software may not be compatible with future software releases and there is an increased risk of automatic upgrade processes failing. It also impacts the ability for the acQuire team to deliver quality and timely support to you.

Q: What is a Warranty Survey?

A: A Warranty Survey is an audit of your database carried out by an Accredited acQuire Implementer. It enables us to determine if your GIM Suite is support compliant.

Q: When is a Warranty Survey needed?

A: We request a Warranty Survey when your database has been identified as unsupportable or if it has not been implemented by an Accredited acQuire Implementer.

Q: Where can I learn more about acQuire's Warranty and Support requirements?

A: The End User Licence Agreement (EULA) outlines the warranty requirements and the conditions which make your implementation supportable. Alternatively, please contact your Account Manager.