



## SUPPORT SERVICES GUIDE

<http://support.green4solutions.com>



THE QUEEN'S AWARDS  
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2014

green4  
SOLUTIONS

# SUPPORT PORTAL

The Customer Support Portal is the quickest and easiest way to log, track and update your support cases.

As well as quick reporting of problems, you can track their progress, & see recent Case activities. You will also have instant access to important service and support news.

<http://support.green4solutions.com>



[Home](#) [Announcements](#) [Cases](#)

0845 508 8149 

## Welcome to the Green 4 Solutions Customer Support

Log, track and update your support cases and learn more about using the Go system

Our Customer Support Portal has been designed for better management of any questions, queries or technical issues you find when using the Go system.

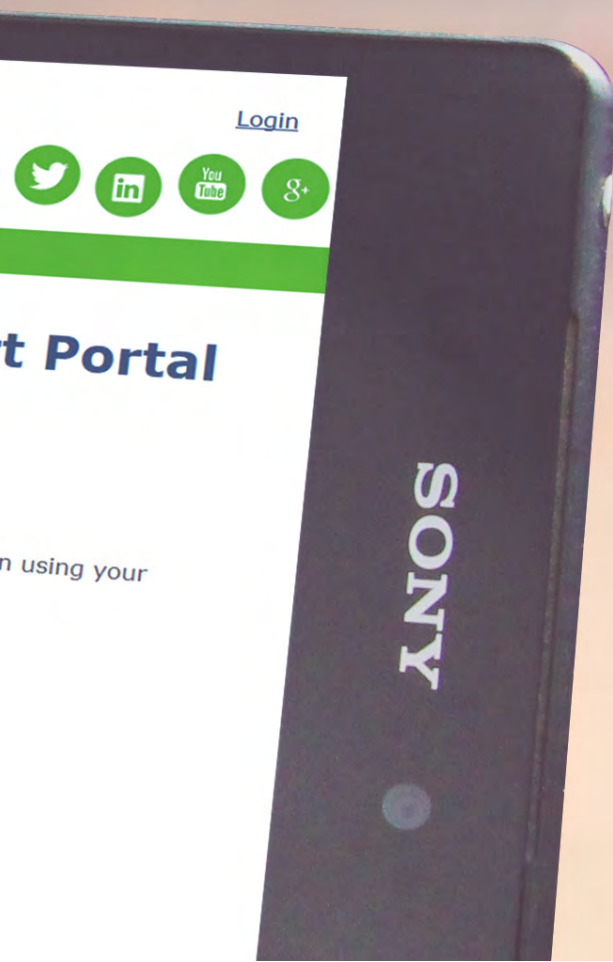
This portal aims to give you greater control and visibility of your cases.

You can still contact our Support Team by telephone on 0845 508 8149 or by email to [support@green4solutions.com](mailto:support@green4solutions.com).

We look forward to hearing from you.

Best wishes,

The Green 4 Support Team



# WHAT TO DO IF YOU HAVE A PROBLEM

Should you have a problem with the system, your first step should always be to consult your internal IT team. They may have the answer and be able to solve it quickly without the need to log a case with Green 4.

## Customer Support Portal

The Customer Support Portal is the quickest and easiest way to log, track and update your support cases. As well as quick reporting of problems, you can track their progress, & see recent Case activities. You will also have instant access to important service and support news.

## How to register

1. Request your log-in details in an email to [support@green4solutions.com](mailto:support@green4solutions.com)
2. Visit the portal at <http://support.green4solutions.com>

## Email

Send an email to [support@green4solutions.com](mailto:support@green4solutions.com) and include the following information;

Contact name, telephone number, fault description (full error/location/time), business impact (including key deadlines or launch dates), additional information (E.g. screen shots).

## Phone

Call us on +44 (0) 845 508 8149 during office hours (8am-8pm GMT, Monday to Friday, excluding UK Bank Holidays) or via the alternative "out of hours" support line outside of these hours (Additional out of hours support service required).

If your issue is business critical, we advise calling us in addition to logging a case through the Support Portal or via email.



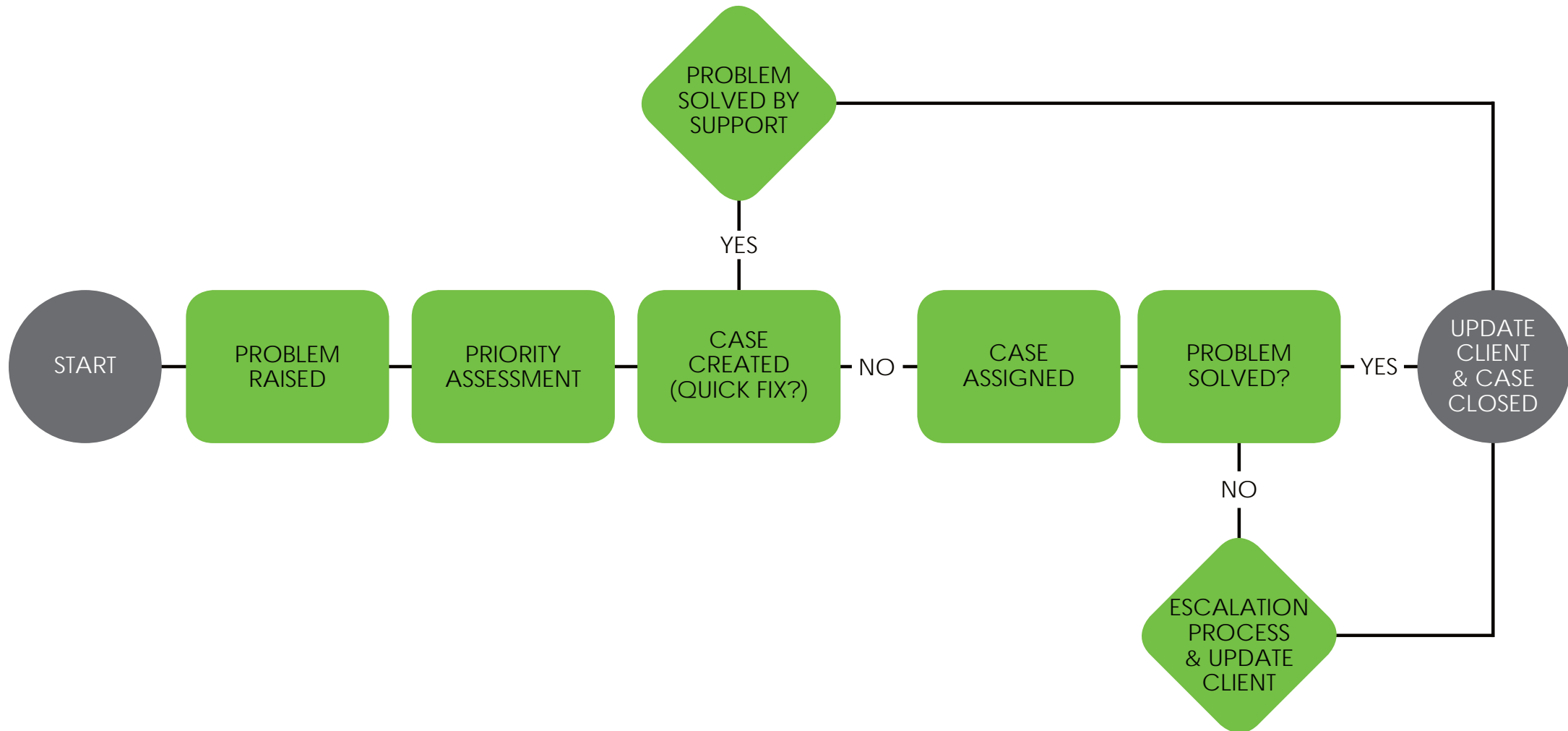
# CASE MANAGEMENT

What happens once a problem has been reported to the support team?



# CASE MANAGEMENT PROCESS

To ensure we provide the best level of support to you, and for your peace of mind, we have clear processes in place to manage any problems or requests you may have.



# CASE ESCALATION

Cases will be managed and escalated according to the following criteria.

Priority	Description	Escalation	Ownership	Customer Updates
P1	A critical part of our solution is unavailable, with no work around. These will have an immediate and high impact on the business.	n/a	Head of Customer Services	Support Engineer
P2	A critical part of our solution is unavailable. However, a work around is in place.	If the issue has not been resolved within 2 business days, the priority will be reviewed and escalated as appropriate.	Support Engineer	Support Engineer
P3	A problem not causing an immediate, high impact on your business and limited to a small number of users.	If the issue has not been resolved within 4 business days, the priority will be reviewed and escalated as appropriate.	Support Engineer	Support Engineer
P4	Minor issues causing minimal impact and requests for advice.	If the issue has not been resolved within 15 business days, the priority will be reviewed and escalated as appropriate.	Support Engineer	Support Engineer

## PRIORITY CHANGE NOTES

1. A case/issue may have its' priority reduced, once any workaround has been applied. A workaround is an interim solution to avoid the effects of the problem without
2. This may also occur if excessive time delays are introduced by the Client (for example delays in responding to Requests for further information).

# CASE RESOLUTION

## CASE RESPONSE

Once we have received your new case we will respond by telephone or email, where we will provide estimated time scales and set target objectives for its resolution (these are not contractual).

## CASE UPDATES

We will endeavour to provide updates on the case in line with our SLAs.

You can track all cases using the customer support portal.

## CASE RESOLUTION EXCLUSIONS

**Software.** If you have a software problem we will aim to fix it as soon as possible. However if the problem is not something that can be fixed immediately we will aim to provide a workaround or temporary fix, whilst addressing the issue.

**Hardware.** All hardware provided by Green 4 is supplied with a manufacturer's standard warranty and support contract. Typically this provides for hardware fixes to be provided within 8 working hours. We are unable to support hardware supplied externally, however will we always endeavour to help you find a resolution.

**Data.** Please ensure that you always apply good business practise & procedures to ensure proper entry and modification of system data. Green 4 cannot be responsible for data incorrectly modified or entered by the customer.

**Note. Resolution times are dependant upon the following.**

1. The availability, when required, of Customer staff with the required knowledge and authority to act upon advice or requests from the Support Team.
2. The Customer allowing remote access into the supported system, via approved remote management software, when requested.
3. Reasonable access to the system during contracted hours for the resolution of problems. This may include time during which the system may be unavailable to users.
4. The timely deployment of supplied advice or fixes. Where the customer chooses not to deploy a fix until a later date the resolution will be deemed to be when the fix was made available.



A photograph of an office interior viewed through a glass partition. In the background, a man in a light blue shirt stands at a whiteboard, writing. To his left, a woman with red hair sits at a desk. In the center, a man sits at a desk with multiple laptops. To the right, another man sits at a desk, looking towards a large whiteboard that has the word 'EPSON' written on it in blue. The office has modern decor, including a large potted plant and a framed poster on the wall. The glass partition has the word 'open' in large white letters and a green square with the number '4' on it. The overall atmosphere is professional and collaborative.

## USER TRAINING & RESOURCES

Free training courses and user support resources are available to help you get the most out of the system.



# FREE USER TRAINING WORKSHOPS



As a Green 4 customer you have free access to our quarterly user training workshops, helping to broaden your team's knowledge and application of the system. We highly recommend that system users of all abilities attend these workshops in order to get the most from the technology. There is no limit to the number of times that someone attends.

We currently run three system workshops, with a fourth workshop run by 4Sight Sport & Leisure.\*

## 1. Ticketing Management

The ticketing management workshop covers everything you need to know for the Go Ticketing system. This includes effective use of the POS, as well as a range of back office operations such as pricing set up, managing fixture and series sales and other ticketing processes.

## 2. Introduction to CRM and Marketing Communication

Giving marketing teams the ability to create and manage email marketing campaigns. The workshop covers all areas of CRM and marketing from audience segmentation and eCommunication design to reporting and analysis.

## 3. Introduction to CRM and Corporate Sales Processes

Getting to grips with CRM principles and system use, with a focus on the corporate sales process. The workshop covers activity tracking, sales reporting and dashboards, as well as other key elements in the sales process.

## 4. Strategic Thinking and Best Practices for CRM and Data

The 4Sight workshop includes all aspects of becoming a Sports/Leisure CRM expert, considering strategy, planning and best practice marketing execution.

\* Note that 4Sight workshops may be subject to a small fee.

## USER MANUALS, GUIDES, HELPFUL TIPS & MORE

Follow the Green 4 Blog, as well as our social feeds, where we share useful tips, guides and articles on system use and best practice.

**Twitter:** @Green4Solutions

**LinkedIn:** [linkedin.com/company/green-4-solutions](https://www.linkedin.com/company/green-4-solutions)

**Facebook:** search for Green 4 Solutions

**Google+:** [plus.google.com/+green4solutions](https://plus.google.com/+green4solutions)

**YouTube:** [youtube.com/user/green4solutionsCRM](https://www.youtube.com/user/green4solutionsCRM)

We also have a range of user manuals and guides that you can reference for detailed information on using the system.



# HOSTED SERVICE PROVISION

We carefully select the best partners to deliver your hosted solutions, in order to give you the best level of service. Our hosted services are delivered from multiple locations and via multiple partners.

Microsoft Azure has been selected as our main partner, providing a service that has many benefits.

## WHAT WE EXPECT FROM OUR CHOSEN DATA CENTRES

Data centres we use are all constantly monitored to ensure that the service is always on. We make sure that our partners offer top quality standards and provide 99.9% availability of their infrastructure, including power and air conditioning, with backup procedures in place for power failures.

# Microsoft Azure

Hosted services using the Microsoft Azure cloud platform for speed, reliability and stability. It's everywhere, running on a growing global network of Microsoft-managed data centres.

Azure is always up and always on, offering a 99.95% availability SLA, 24/7 tech support and round-the-clock service health monitoring.

For more information about Microsoft Azure visit <http://azure.microsoft.com>

# COMPLIANCE

Microsoft partners with customers to help them address a wide range of international, country and industry-specific regulatory requirements.

- ISO 27001/27002
- SOC 1/SSAE 16/ISAE 3402 and SOC 2
- Cloud Security Alliance CCM
- FedRAMP
- FISMA
- FBI CJIS (Azure Government)
- PCI DSS Level 1
- United Kingdom G-Cloud
- Australian Government IRAP
- Singapore MTCS Standard
- HIPAA
- CDSA
- EU Model Clauses
- Food and Drug Administration 21 CFR Part 11
- FERPA
- FIPS 140-2
- CCCPPF

## WHY AZURE?

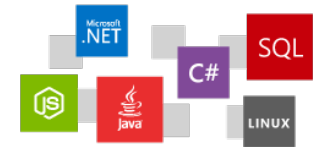


### It's IaaS + PaaS

The only major cloud platform ranked as an industry leader for both infrastructure-as-a-service and platform-as-a-service.

### It's open and flexible

Azure supports any operating system, language, tool and framework.

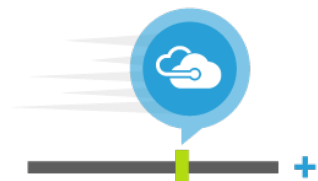


### It's always up, always on

Azure offers a 99.95% availability SLA, 24/7 tech support and round-the-clock service health monitoring.

### It's economical and scalable

Azure can quickly scale up or down to match demand, so you only pay for what you use.



### It's everywhere

Azure runs on a growing global network of Microsoft-managed data centres across 19 regions.

# SUPPORT SERVICE OPTIONS

	AS STANDARD GREEN	BRONZE	SILVER	GOLD	PLATINUM
Second and third line break/fix support	✓	✓	✓	✓	✓
Benefit from continuous Green 4 development and innovation	✓	✓	✓	✓	✓
Free access to quarterly training workshops and account manager visit	✓	✓	✓	✓	✓
Monthly service hours for additional requests and managed services	Pay as you go	Up to 5 hours	Up to 10 hours	Up to 20 hours	Up to 30 hours

## OUR STANDARD COMMITMENT TO YOU

All customers of Green 4 receive our commitment to provide high quality second and third line break/fix support for the software, applications and services provided by Green 4.

## MONTHLY SERVICE HOURS

In addition to our standard support services we also provide optional service hours for user questions, configurations, administrative tasks and system changes.

Service hours can be obtained as part of a package (as above), or on a pay as you go basis. To make a pay as you go request, or move to a higher package, simply contact your Account Manager.



# SUPPORT SERVICE LEVEL AGREEMENTS

As part of our service commitment to you, we categorise and prioritise all cases received using the following levels. We also provide an optional additional 'Out of hours' service which includes weekends and UK Bank Holidays, which are not included in the standard agreement.

We expect, you the Customer, to complete the 1st line investigation, with help from your own IT support team.

Priority	Description	Target Response	Target Updates	Target Resolution	Available
P1	A critical part of our solution is unavailable, with no work around. These will have an immediate and high impact on the business.	1 Business Hour	1 Business Hour	1 Business Day	Mon - Fri 0800 - 2000 UK
P2	A critical part of our solution is unavailable. However, a work around is in place.	4 Business Hours	4 Business Hours	3 Business Days	Mon - Fri 0800 - 2000 UK
P3	A problem not causing an immediate, high impact on your business and limited to a small number of users.	8 Business Hours	3 Business Days	5 Business Days	Mon - Fri 0800 - 2000 UK
P4	Minor issues causing minimal impact and requests for advice.	8 Business Hours	5 Business Days	20 Business Days	Mon - Fri 0800 - 2000 UK

## OUT OF HOURS SUPPORT

(\*Standard Support excludes all UK Bank Holidays)

Additional 'out of hours' support is available, including all Weekends and UK Bank Holidays. This provides you with additional support for Priority 1 problems from 8pm-Midnight, Monday to Friday, and from 8am-Midnight Saturday, Sunday and UK Bank Holidays (Except Christmas Day).

With this service, you will be supplied with a separate telephone number, which should only be used outside of our standard hours, defined above.

# TERMS & CONDITIONS

Our service may only be used for lawful purposes. Any use which contravenes any national, European or international laws which may apply to any relevant jurisdiction is strictly prohibited.

While using our services you must not:

- Post or transmit any unlawful, threatening, abusive defamatory, pornographic, or otherwise objectionable information of any kind, including without limitation any transmissions constituting or encouraging conduct that would constitute a criminal offence, give rise to civil liability, or otherwise contravene any national, European or international law and laws protecting intellectual property including copyright, trademark, trade secret, misappropriation and anti-dilution laws.
- Post, publish, transmit, reproduce or distribute any information or software which contains a virus or other harmful component.
- Transmit any unsolicited commercial or bulk e-mail or engage in any activity known or considered to be "spamming" or "Mail Bombing".
- Transmit unsolicited or prohibited advertising or other harassing or illegal materials through electronic mail, Usenet postings, or other Internet media.

For full terms and conditions, including a list of prohibited activities please refer to your contract.



## DOCUMENT CONTROL

Version	Date	Change	Initials
1.0	27-04-2015	This is a new document	TB

For any queries please contact our Head Office:

Green 4 Solutions Limited  
16-17 Midland Court  
Central Park  
Lutterworth  
Leicestershire  
LE17 4PN  
UK

Phone: +44 (0) 845 508 8149  
Email: [support@green4solutions.com](mailto:support@green4solutions.com)



## CONTACT

W. [www.green4solutions.com](http://www.green4solutions.com)

E. [marketing@green4solutions.com](mailto:marketing@green4solutions.com)

### UK, HEAD OFFICE.

GREEN 4 SOLUTIONS LIMITED  
16-17 MIDLAND COURT  
CENTRAL PARK  
LUTTERWORTH  
LEICESTERSHIRE  
LE17 4PN, UK

### AUSTRIA.

C/O EVENTDATA-SERVICES AUSTRIA  
GMBH  
SÖLLHEIMER STRASSE 16/6C  
5020 SALZBURG  
AUSTRIA

### USA.

GREEN 4 SOLUTIONS INC.  
1134 SATELLITE BLVD  
SUWANEE  
GA 30024  
USA

T. +44 (0) 845 508 8149

T. +43 (660) 48 72 166

T. +1 678 878 4051

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