

Escalation process

(Version 3.1)



Axiell Library Group

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Creative solutions – expanding minds

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1. Introduction

All Axiell customers have access to support services via the Service Desk as the single point of contact. All support issues can be raised with the Service Desk directly using email or phone. However the Service Desk service also includes a login for the customer portal, with access to the call management system enabling customers to track their own calls and browse support information.

Axiell customers also have access to Project Management and Specialist Delivery teams for significant pieces of work such as upgrades and implementation of new elements of functionality.

In the vast majority of cases support calls, upgrades and projects run smoothly, however it is recognised that occasionally there may be a desire for our customers to escalate specific issues within the organisation.

This document describes the escalation processes for both Support and Project or Delivery activities.



2. Support Escalation

Support is delivered to customers for any software products which have been supplied by Axiell (or DS) and for any hardware which is itemised on the customer's maintenance schedule. All support issues such as faults and queries should be raised initially via the Service Desk to ensure that they are recorded in the call management software and assigned to the most appropriate specialists for action. As soon as a support request is received a reference number will be provided by the Service Desk; this should be used in all future contact with Axiell regarding this particular request.

Should a response to any fault or query not be received within the expected timeframe, the initial point of escalation can be made via the Service Desk using telephone or email. The Service Desk analyst will record the escalation and will pass this onto the person assigned to deal with the call.

If this first escalation does not result in appropriate feedback or the response to the issue is not satisfactory, then further escalation can be made via the Support Delivery Manager; contact details are given in Appendix 1 of this document.

Should the Support Delivery Manager not be available or the response received at this level still not considered appropriate then third level escalation is via the Service Operations Manager; again contact details can be found in Appendix 1.

Service Desk staff or the Support Delivery Manager may at any time initiate internal escalation of a call or more general support concerns via this same path.

1) Recording Escalations

All escalations, verbal or written, will be recorded at the time the escalation is made, or as soon as possible afterwards and held in the escalation log, except the first escalation made to the Service Desk which will be recorded within the Service Desk tool instead. The escalation should be recorded by the staff member who took the details.

When taking an escalation, staff will record the name and contact details of the customer, as well as full details of the complaint including the date. Details of all communication with the customer and any actions to resolve the complaint will be recorded in the same place.

Recorded escalations will also be monitored for any ongoing trends by management and efforts made to resolve any ongoing issues.

2) Informing Customers of Progress

We strive to resolve all escalations within seven days. Written escalations will be acknowledged within 4 hours.

Customers will be given an approximate timeframe at the time they make their escalation. Customers will be informed of the progress of their escalation regularly, especially if there are any delays or changes to what has been agreed.

Customers will be informed of any changes to our products or services as a result of their escalation.

Where appropriate, customers who have had an escalation resolved will be contacted at a later date to confirm that the escalation has been dealt with to their satisfaction.



3) Responding to Escalations

All people making an escalation will be treated with courtesy. Where possible, escalations will be resolved at the first point of contact. If appropriate to the escalation, frontline staff may attempt an immediate resolution. However the escalation details will still be recorded.

If the escalation can't be resolved immediately, the customer will be given a timeframe, a contact person and details of our escalation handling process. Where possible, the staff member recording the initial escalation details will be the contact person and the owner of the escalation.

3. Project and Delivery Escalation

From time-to-time customers will be involved in significant changes to their Library Management Software or delivery of new functionality. In these cases, the work will be led from within Axiell by a Project Manager or a member of the Project and Delivery team. The decision on who is allocated as lead is made based on the impact of the work and required skill set. The lead contact will be identified to the customer at the outset of the Project or Implementation task.

Issues and queries relating to projects and implementation tasks are not recorded via the Service Desk. These are handled directly by the Project Manager or Project and Delivery team lead, the initial point of contact should be Axiell.implementations@Axiell.co.uk; this is a monitored mailbox and can be used to contact any member of the Project Team. Should there be a need to escalate any aspect of the project or implementation, the initial point of escalation should be to the relevant Project Manager or Senior Project Manager as appropriate. Further escalation, if required would be to the Operations Director. The contact details are given in Appendix 2.

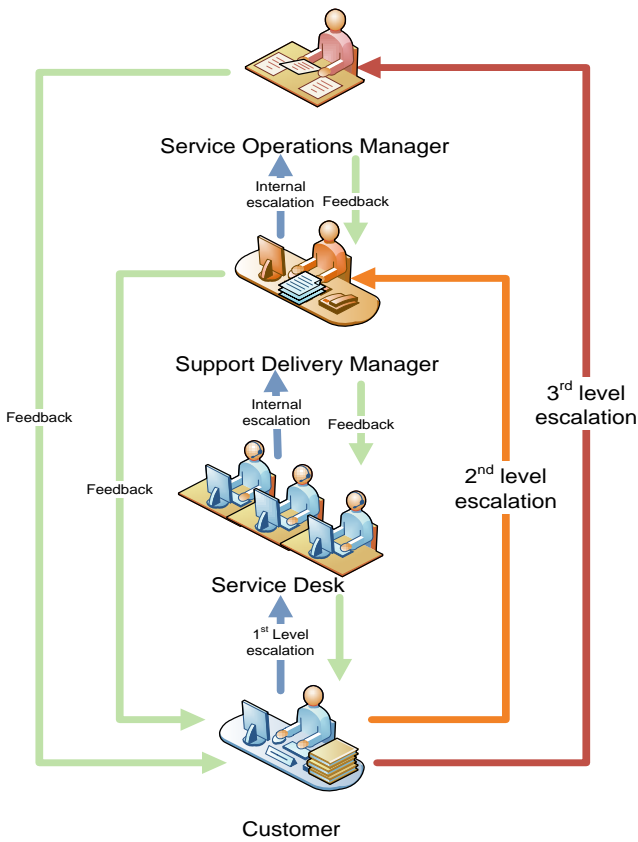
Project and Delivery team members or Project Managers may at any time initiate internal escalation via this same path.

4. Summary

All escalations to the Services Operations Manager, Senior Project Manager and Operations Director are reported to the Axiell UK Senior Management Team.



5. Appendix 1



Support Escalation Schematic

Contact information

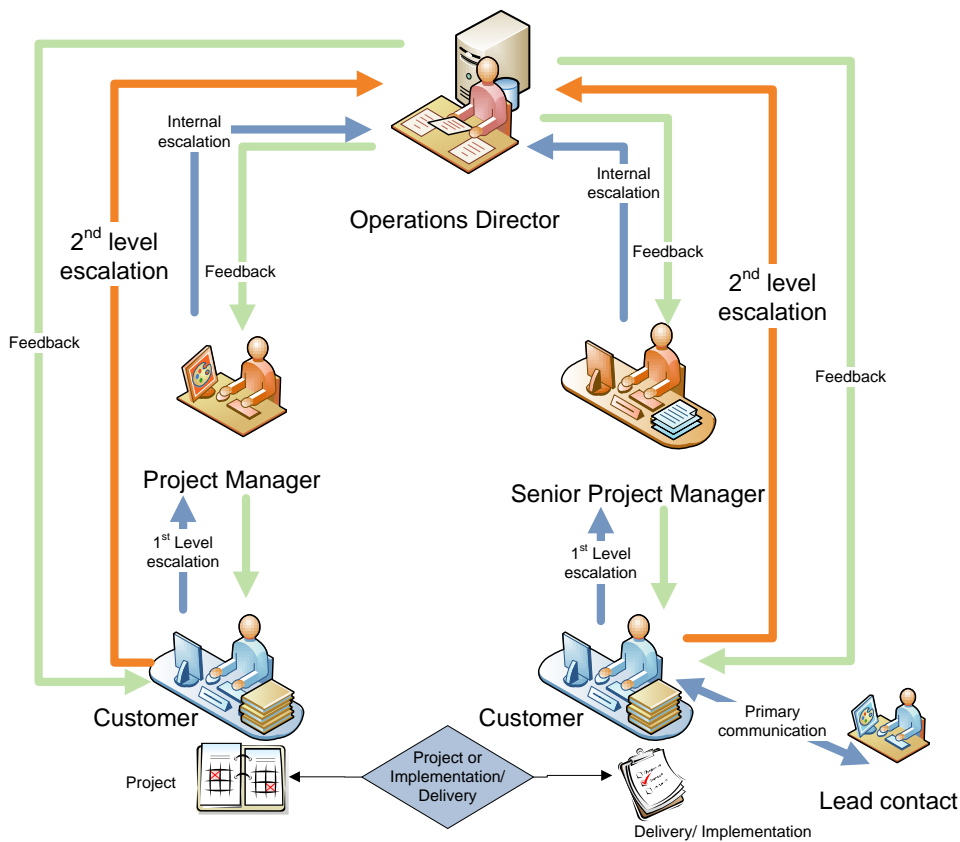
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6. Appendix 2



Project and Delivery
Escalation Schematic

Contact Details

Project Office

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Project Managers

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