

helping  
businesses  
achieve

# Horizon *client information*

## SUPPORT CONTACT

Email: [support@horizonbiz.com.au](mailto:support@horizonbiz.com.au)

Tel: (08) 9328 1678 Option 2

Web: [www.horizonbiz.com.au](http://www.horizonbiz.com.au)

Live Chat: via website login

## HORIZON BUSINESS FULL SERVICE PROVISION:

Technical Support

Application Support

Health Checks

Installation and Setup \*

Configuration & Development \*

Training \*

Strategic Reviews \*

\* *Contact us for more information*



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## Horizon Support Services

Horizon Business System's (Horizon) is West Australia's only MYOB EXO provider that offers a dedicated Support Team, annual Health Checks and Strategic Reviews. You can be assured that your business will continue to reap benefit from your MYOB EXO product – including investigating issues, health checks and hints & tips – for your business both now and into the future.

Your Support Contract with Horizon gives your business the sense of security that your investment in the product and our relationship with your company does not cease once the implementation is done. (i.e. we still answer the phone after the 'go live' switch has been flicked!)

The following document will help you and your team with

- what is included in the Horizon/MYOB EXO support contract,
- what services are excluded and how our Support Team will book time with a Client Consultant,
- the procedures and processes of logging support calls, and
- Horizon's policy and 'priority system' to ensure quick response times, based on both on when calls are logged and critical business issues.

### Access to our Support Team:

Horizon currently employs two full time Support Service staff with vast experience in handling your "how to" questions about using MYOB EXO. This support is available to your team via direct support team email ([support@horizonbiz.com.au](mailto:support@horizonbiz.com.au)) and dedicated support telephone line (08 9328 1678 Option 2) available 9:00am – 5pm, Monday to Friday (excluding WA public holidays)

### Access onsite via Remote Access:

Clicking on the Horizon Quick Support button via Horizon's website creates a secure (live chat) connection between your PC and your Horizon Business System's Support Consultant. This application enables our Support Team to interact with you in real time resulting in a faster support resolution. You will be prompted with a basic installation wizard that doesn't require administrative permissions or, if you prefer, your Horizon Support consultant can talk you through this process.

### Access to Client Consultants post Go Live:

Should your enquiry require Client Consultant time to be booked, the Support Desk is able to organise this for you. Horizon's policy is for our Client Consultants to not answer enquiries during on-site bookings – we don't want you paying for their time whilst they are talking with another company and nor do we want another company to pay should you want to talk to them. Because of this, it is important that all enquiries or requests for bookings for our Client Consultants are logged through the Support Team.

### Regular communications to key contact/s:

Outlining hints and tips, new releases and up and coming events including training sessions and matters of significance – for example, end of financial year information.

### Website Support & Information:

Access whitepapers, information regarding and links to upgrades, and relevant tips & training information via Horizon's website at [www.horizonbs.com.au](http://www.horizonbs.com.au)

*Cont...*

### What is included in your Support Contract and what is chargeable Consultant time?

The short answer to this is that all manner of trouble-shooting or basic enquiries (this isn't working / what have I done? / what do I do?) are all included as part of your Support Contract.

The table provided below gives illustrated examples of the types of issues that our Support Team deal with and those issues that are escalated, by our Support Team, to your Client Consultant for in-depth and/or onsite revision and therefore subject to Horizon's consultancy rates.

You can also always contact our Support Team to ask whether your enquiry would be considered part of your support contract or require consultancy time.

Issue	Support Desk	Consultancy
Trouble shooting (basic enquiries)	X	
Basic report & form modifications and maintenance	X	
Complex modifications or new Reports		X
Training (new staff or advanced for current staff)		X
Investigation of software faults and help with resolutions	X	
Upgrades to software		X
Investigation of client errors and help with resolutions	X	
Software fault or resolution detected and requires escalation to a consultant. i.e: client requires immediate fix.		X
Fixes to data created due to user error or skills gap		X
Health Checks	X	
Redesigning of software including procedural adjustments / software re-engineering.		X
Installation of software on new workstations or installation of new software components on existing workstations.		X

### Horizon Support Logging & Response Times:

#### How Support Issues are logged:

Calls or emails are to be logged with Horizon by your nominated client representative(s).

Calls will be recorded by Horizon in their support log. The call will be time stamped and allocated a unique identifying/tracking number by Horizon. The client will be advised on this identifying number, which will be used for all further communications related to the problem.

Details of the nature of the issue and resolution for the call will be recorded in the Horizon support log.

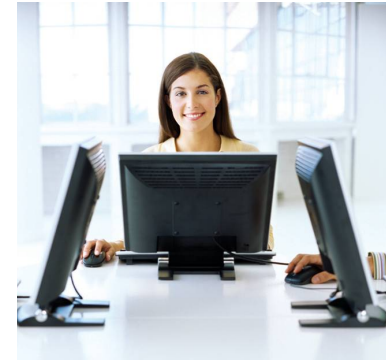
#### Support Team Response Times:

The Support Team member logging the call will indicate if the priority level, based on the following criteria:

**Priority 1:** No workaround is available, no work can continue until a resolution is found. The issue is having a major detrimental impact on client productivity  
In this case, research will begin immediately by Horizon to solve the issue and the client will be alerted as to the expected completion time. This is generally 2 to 3 hours from the call being logged. Any deviation from this time will be communicated to the client.

**Priority 2:** A workaround is available but work efficiency is impacted.  
Research will begin by Horizon by the next working day and the client will be alerted as to the expected completion time. This will generally be 2 to 3 hours from commencement of research into the problem. Any deviation from this time will be communicated to the client.

**Priority 3:** The issue is not causing a significant impact on productivity now, but requires resolution in the medium term.  
Research will begin by Horizon within the next working 5 days and the client will be alerted as to the expected completion time. This will generally be 2 to 3 hours from commencement of research into the issue.



#### Support Issue Escalation to MYOB EXO:

If the problem cannot be resolved by Horizon, it will be escalated and logged with MYOB EXO support in Sydney, where it is then tracked with MYOB EXO. You, as the client, will be advised of the escalation. Horizon will still retain primary responsibility for all liaison with you on progress of the resolution. Generally a solution will be provided within 24 hours of it being logged with MYOB EXO Sydney. If a solution cannot be found within 24 hours, it will be classified as either:

- A software "bug". These are logged immediately, tracked by Horizon and delivered by way of a new version of the software. The timing of delivery of the new version of the software is at the discretion of MYOB Exo (Aust) and beyond the control of Horizon.
- An enhancement request. These are tracked by Horizon and delivered to the client if possible by way of a new software version. Enhancements that need to be fast tracked or provide only the client benefit may require escalation to Client Consultancy and therefore subject to a Consultancy Rates Schedule.

#### Closing of Support Solutions:

When Horizon delivers a solution to you, we will advise your client representative by telephone or email. You will then be required to test the solution provided and respond to Horizon within 2 working days if there is an outstanding issue regarding the Support Solution. After this period, Horizon will deem that the solution has been accepted and the Support Issue will be closed. If, after that 2 day period, you find that the solution is not acceptable, a new support issue request will need to be logged with Support.