



horizon support services



Best Products

MYOB is a world leader in ERP. Trusted, tested and established, MYOB invests in continual product development.

As mid-large sized ERP solutions, MYOB Exo & MYOB Advanced provide flexibility by adapting to new market trends, and are customisable to suit individual business needs and processes.



Best People

Horizon Business Systems have been MYOB Australia Platinum Partners for over a decade.

We are experts in financial management software, change management and business process design and provide a flexible approach to system implementation.



Best Support

Horizon Business Systems team are multi-award winners for our customer service, marketing and support.

Our sales, support and consultancy teams are client focussed and set the standard for service provision and product knowledge.

horizon business systems

helping businesses achieve

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overview

horizon
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MYOB Exo Business MYOB Advanced

Horizon Business System's (Horizon) is Western Australia's premier local MYOB Exo Business and MYOB Advanced provider offering a dedicated Support Team and strategic reviews.

You can be assured that your business will continue to reap benefit from your software solution – including investigating issues, health checks and hints & tips – for your business both now and into the future.

Your Support Contract with Horizon provides your business with a sense of security that your investment in your software solution and our business relationship with your company is considered a priority after the implementation is completed.

The following document will help you and your team with the following queries:

- What is included in the Horizon (MYOB Exo or MYOB Advanced) 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.
- 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 employs an experienced team in Support Service with vast experience in handling your “how to” questions about using MYOB Exo or MYOB Advanced. This support is available to your team via direct Horizon’s support team email (support@horizonbiz.com.au) or through a 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 (www.horizonbiz.com.au) 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 do not want you paying for their time whilst they are talking with another company; 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.horizonbiz.com.au

What is included in your Support Contract and what is considered 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.

client issue: support contract vs consultancy time	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	
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 One:	No work around 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 Two:	A work around 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 issue. Any deviation from this time will be communicated to the client.
Priority Three:	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 3-5 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 issue.

Support Issue Escalation to MYOB Australia/New Zealand:

If the problem cannot be resolved by Horizon, it will be escalated and logged with MYOB EXO or MYOB Advanced Australia/New Zealand, where it is then tracked with MYOB. You, as the client, will be advised of the escalation.

Horizon's Support Team 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 Australia/New Zealand. 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 (Aust/NZ) 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:

Once Horizon has delivered the solution to you, we will advise your client representative by telephone or email. Your team 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 believe that the solution is not acceptable, a new support issue request will need to be logged with Support.

**If you require further assistance or clarification,
please contact the Support Team at Horizon Business Systems.**

t: 61 8 9328 1678 (Option 2). e: support@horizonbiz.com.au