

Customer Charter

At the heart of our customer charter is our commitment to improving the quality of our software and services. We believe that customers have the right to know what level of service they can expect from us all the time - even when we fall short of the high standards we hold ourselves accountable to.

FRIENDLY CONVERSATIONS

- We're friendly, polite and professional in all we say and write.
- Our language is simple - we're here to help you, not confuse you.
- We don't bombard you with information, we provide you with the right information at the right time.

RELIABLE PEOPLE & TECHNOLOGY

- Support tickets are acknowledged promptly, with critical issues handled within the hour.
- We keep our promises, do what we say whilst remaining transparent at all times.
- We're proactive in finding resolutions and send the communications to match.
- We strive for zero unplanned outages in our cloud services and provide advanced notice of planned maintenance. Our cloud service status is available 24/7 to all our customers.

EASY TO DO BUSINESS WITH

- Getting help is easy, and answers are available by through our Customer Portal or over the phone via our Support technicians.
- We meet with you at least quarterly be it in person or scheduled call.
- We invite you to our events and Insight Briefings we hold throughout the year.
- We aim to be your strategic and trusted partner not just a software provider.

VALUING FEEDBACK

- Your views are important to us. That's why we ask for your feedback and relay action orientated progress from the surveys we undertake.
- We endeavour to be the best we can be. Whether its a support incident, account meeting or technology update we want to hear how you felt we did.

INDUSTRY INNOVATORS

- We're at the forefront of the industry when it comes to technology.
- Our people have the right skills and knowledge to deliver the best solutions.
- Our roadmap is regularly shared with you and shaped by your feedback.