

Alemba Customer Engagement

An Overview

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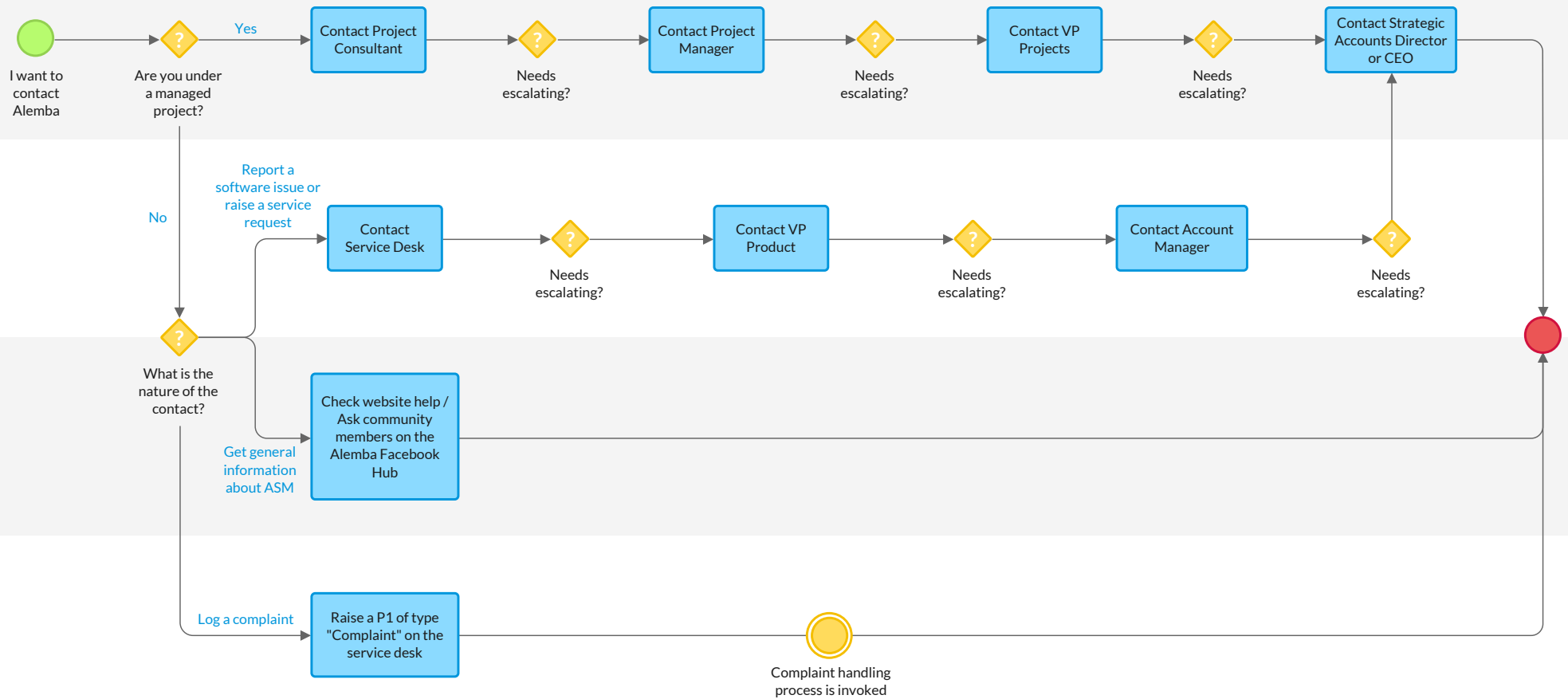
Alemba Escalation Workflow

SECTION 1

SECTION 2

SECTION 3

SECTION 4



Know the Alemba team



Simon Nugent
CEO

[+44 \(0\) 203 479 7900](tel:+442034797900)
simon.nugent@alemba.com



Laurence Scott-Mackay
Strategic Accounts Director

laurence.scott-mackay@alemba.com



Dave Ball
VP Product

dave.ball@alemba.com



Clark Stalham
VP Projects

clark.stalham@alemba.com



Chris Forster
Technical Account Manager
UK & Europe

chris.forster@alemba.com



Simon Hunter-Ward
Technical Account Manager
Asia Pacific

simon.hunter-ward@alemba.com



Mari Stanfield
Technical Account Manager
USA

mari.stanfield@alemba.com



Rochelle McLaughlin
Technical Account Manager
NZ

rochelle.mclaughlin@alemba.com

Section 1: Engagement under managed project

We expect your Alemba project to run smoothly but in case there are issues that occur we have a defined engagement process in place to deal with humps and bumps that can befall even the best run projects.

Your assigned Alemba Project Consultant is your first contact point for Risks, Assumptions, Issues and Dependencies (RAID) Items. All items are tracked using our internal project management system. Any issues not satisfactorily closed out should be raised with your Alemba Project Manager.

Project Issues are discussed on a weekly basis between the Project Manager and the VP of Projects. Each meeting discusses Resourcing, Scheduling, Budgetary, Technical and Customer Satisfaction up to the current project delivery point.

Any project critical issues that do not have a defined mitigation plan will attempt to be resolved in that meeting. If a decision cannot be made, then a plan to work towards mitigating the issue is produced.

There may be times that you also wish to escalate if you feel the issue is not being dealt with in the correct manner. In those rare situations please escalate according to the figure below.

Project Implementation:





Section 2: Logging calls with Alemba

There are three ways to log calls with Alemba:



By phone

This is especially recommended for Critical calls

UK: [+44 \(0\)131 241 1343](tel:+44(0)1312411343)

USA: [+1 612 416 2177](tel:+16124162177)

Australia: [+61 \(0\)2 5632 9243](tel:+61(0)256329243)

New Zealand: [+64 \(0\)4 488 7481](tel:+64(0)44887481)



By email

The service will automatically log a call even if you have not registered your details with Alemba.

servicedesk@alemba.com



By portal

Use our Self Service Portal to log an incident at

<https://alemba.help>

When logging a call, please provide as much information as possible. We recommend:

- Specific details on which part of the system the problem occurred
- Steps to recreate the issue
- Screenshots of any errors received in the system or the server event log.

The Alemba Portal

The Alemba Portal is a one stop shop for all your needs:

- Logging a Call or Service Request
- Viewing the history on your Calls
- Information on our latest releases and Maintenance Packages
- On-line Help
- Entry to the Alemba Forum
- Log and vote on Feature Suggestions
- Knowledge Bank
- Customer Feedback

The Service Request Catalog

The service request catalog is constantly evolving with new service actions allowing you to update and manage your ASM system.

Currently available service actions are:

- Request an update to the latest version of Alemba Service Manager (Get the latest version)

You can access the Alemba Self Service Portal here:

<https://alemba.help>



SLAs and Escalation

Alemba provides customers with the below standard SLAs:

Priority	Description	First Call-Back Target	Resolution Target	Action
CRITICAL	Total System Failure The system is completely unavailable. Complete loss of system functionality.	Acknowledgement by Service Desk Analyst within 20 minutes	Resolution as soon as possible. Workaround within 4 hours (this is conditional to the system meeting resilience standards; and that a code change is not required to the core product)	This level of failure should be logged with the Service Desk by phone to get the correct level of response. Hourly progress update to Customer.
HIGH	Severe problem preventing major business functions A major module of the system is completely unusable (IPK Logging, Workflow, CMDB or Reporting) For Example: Calls cannot be logged but a Workflow Request can.	Acknowledgement by Service Desk Analyst within 1 hour	Workaround within 5 Working Days and fix in the next release.	An emergency fix will be supplied ASAP if appropriate.
MEDIUM	Performance of job function is limited	Acknowledgement by Service Desk Analyst within 2 hours	Workaround within 30 Working Days. Fix to be scheduled in a future release.	Fix in future minor or major release. Where possible a workaround will be provided.
LOW	Non-critical problem and/or product use questions Major module is unaffected however a technical function of the module is degraded For Example: Calls can be logged the history is saved and displayed but not in correct format	Acknowledgement by Service Desk Analyst within 1 working day	Workaround within 60 Working Days or fix in a future release	Workaround provided if available or fix provided in a future release.
REQUEST	Feature requests and other non-critical questions	Acknowledgement by Service Desk Analyst within 2 working days	Response and advice provided in an appropriate time based on the nature of the request.	Core product feature requests may be considered to be included in the Alemba Service Manager Roadmap.

Section 3: Alemba online help and Facebook community

Alemba Online Help

The Alemba online help is home to all of the information needed for setting up and configuring your Alemba Service Manager system, including :

- Installing and upgrading
- Configuring screens and message templates
- System and security settings
- Configuring IPK and Workflow
- Managing integrations

You can access the Alemba Online Help here:

<https://alemba.help/help>



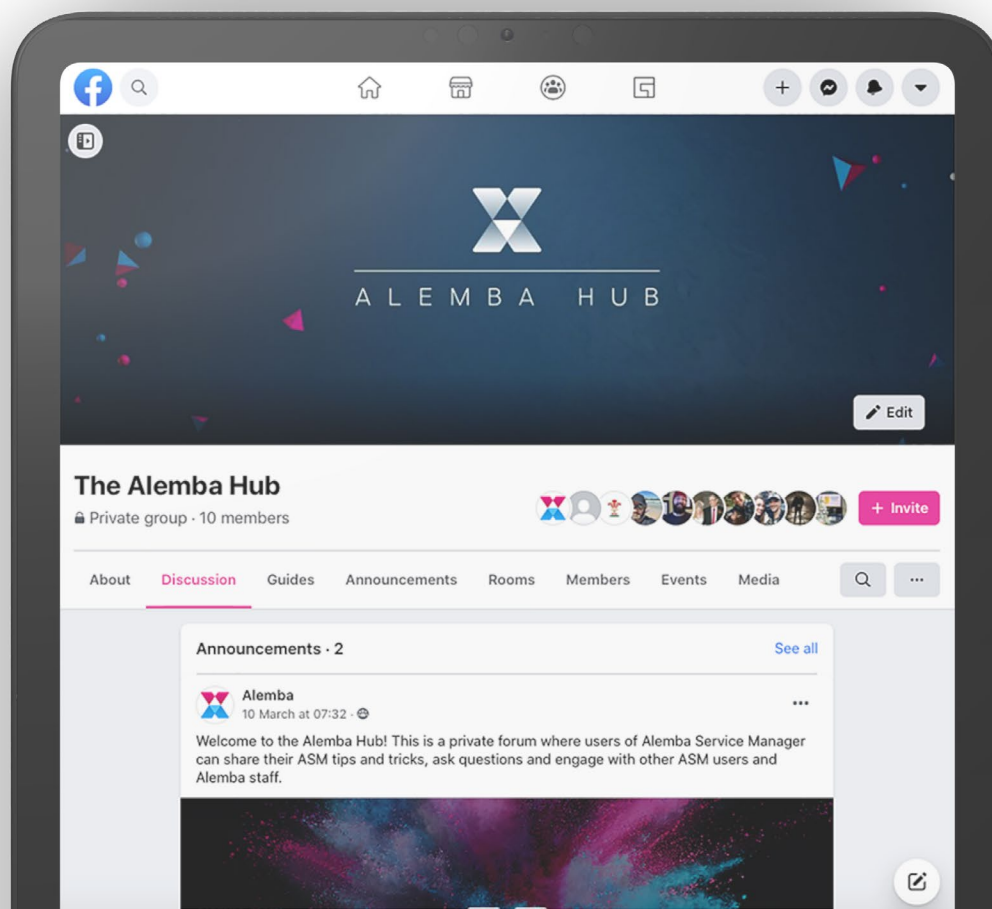
The Alemba Facebook Hub

The Alemba Hub is a private Facebook group where members can participate in discussions about Alemba Service Manager, share ideas, ask questions, and connect with Alemba staff and other ASM users in an informal setting.

The Alemba Hub is managed by Alemba product experts, who will ensure that any questions are answered in a timely manner.

How to join

- You will need an active Facebook account.
- Request to join the group using this link.- <https://www.facebook.com/groups/alembahub>
- Answer two questions and agree to the group rules. These measures have been put in place to ensure the safety and privacy of members.
- One of our admins will approve your application.
- That's it! You can now post any questions or comments about Alemba Service Manager and participate in discussion threads.





The Alemba Virtual Exhibition

The Alemba Virtual Exhibition is a collection of demos and videos highlighting some of the latest features in Alemba Service Manager. This is updated frequently making it the perfect place to see exciting new developments for yourself.

You can visit the Alemba Virtual Exhibition here:

<https://alemba.com/virtual-exhibition>

The Alemba Newsletter

Stay up to date with the latest news and communications from Alemba by visiting <https://alemba.com> and signing up to the newsletter.

Section 4: Complaint Handling Procedure

Process Overview

This is the official Complaint Handling process across Alemba. The objective is to deliver a consistent, high-quality and accountable response to complaints.

This quality procedure is in line with the overall customer service strategy and industry 'best practice'. The following key steps must be followed for all customer complaints received by Alemba staff:



