Alemba Customer Engagement

An Overview

alemba.com

VERSION 1.2

alemba
SERVICE MANAGER

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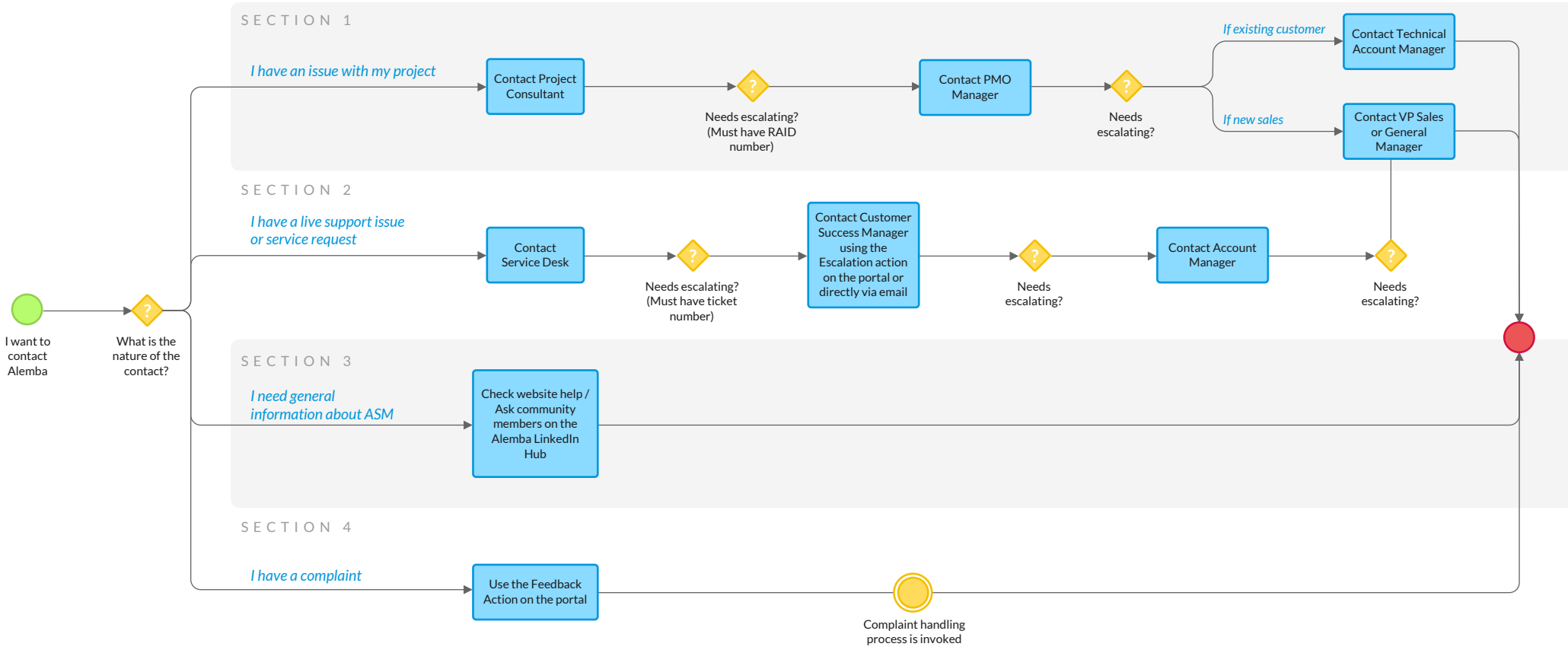
Contact Alemba



Know the Alemba team

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Section 1: Engagement under managed project

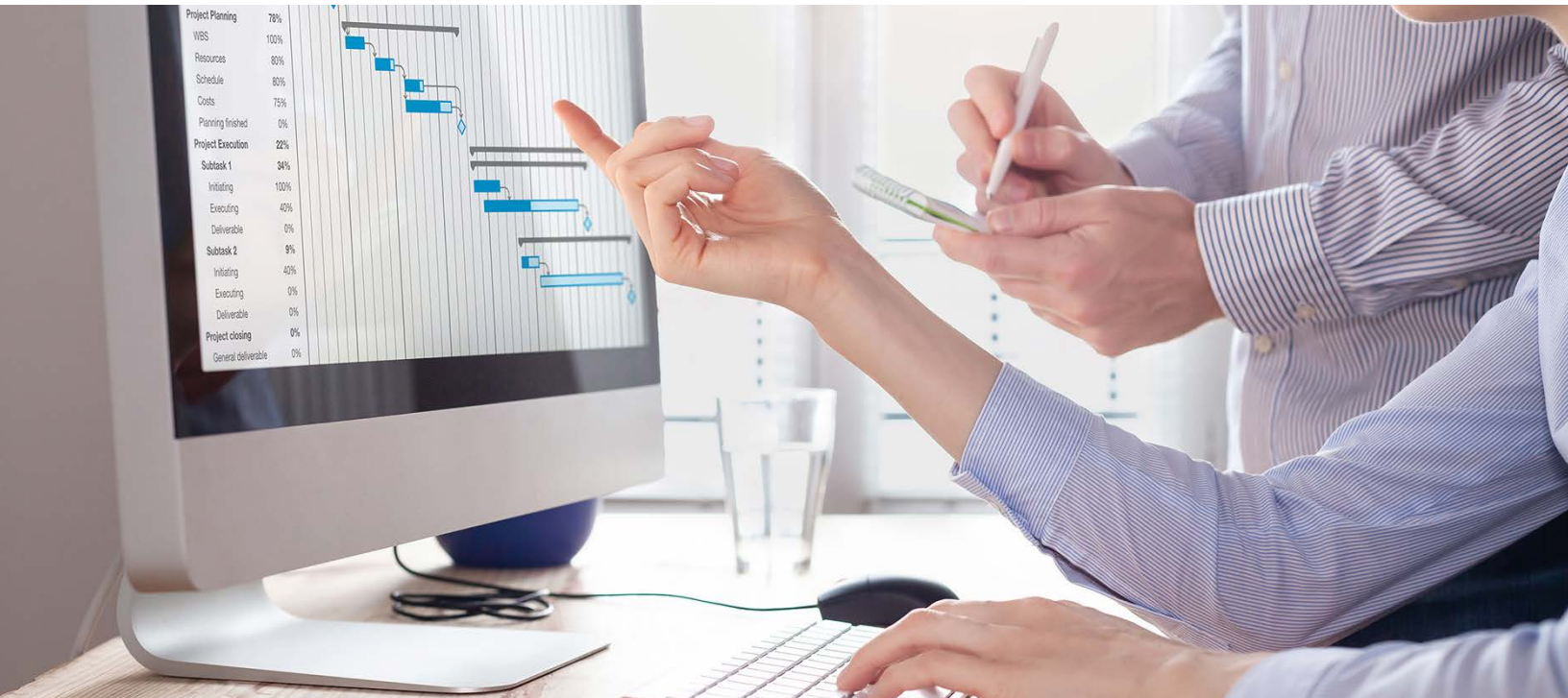
We expect your Alemba project to run smoothly but in case there are issues that occur we have a defined engagement process in place to deal with humps and bumps that can befall even the best run projects.

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 with your Alemba Project Co-Ordinator and PMO Manager.

Project Issues are discussed on a weekly basis between the Project Co-Ordinator, PSO Regional Lead, Product Consultant and the PMO Manager in the associated territory. 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 workflow diagram on page 3.



Section 2: Logging calls with Alemba

There are three ways to log calls with Alemba:

By portal

Use our Self Service Portal to log an incident at https://alemba.help

By email

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

By phone

This is especially recommended for Critical calls

UK:	+44 (0)131 241 1343
USA:	+1 612 416 2177
Australia:	+61 (0)2 5632 9243
New Zealand:	+64 (0)4 488 7481

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.

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
24 HOUR 365 DAY SERVICE				
P1	Total system failure or failure of a major module. For example, the Incident or Request module. The system or module is completely unavailable. For Example: No Calls and/or Workflow Requests can be logged.	Acknowledgement by Service Desk Analyst within 15 minutes	Continuous work towards a resolution 24 hours by 7 days a week, 365 days a year.	This level of failure must be logged by the P1 option on the front of the Alemba Customer Portal. Continuous progress updates to Customer as resolution progresses.
BUSINESS HOURS SERVICE				
P2	Severe problem impairing major business functions A secondary module of the system is useable but is impaired. For Example: A call can be logged but a particular field cannot be set.	Acknowledgement by Service Desk Analyst within 15 minutes	Continuous work towards a resolution business hours. (8am to 6pm in local time zone 5 days a week.)	An emergency fix will be supplied ASAP if appropriate.
P3	Performance of job function is limited	Acknowledgement by Service Desk Analyst within 30 minutes	Fix or Workaround within 5 Working Days.	Where possible a workaround will be provided.
P4	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 30 minutes	Workaround or fix within 10 Working Days	Where possible a workaround will be provided.
REQUEST	Feature requests and other non-critical questions	Acknowledgement by Service Desk Analyst within 30 minutes.	Response and advice provided in an appropriate time based on the nature of the request.	Core product feature requests may be included in the ASM Roadmap.

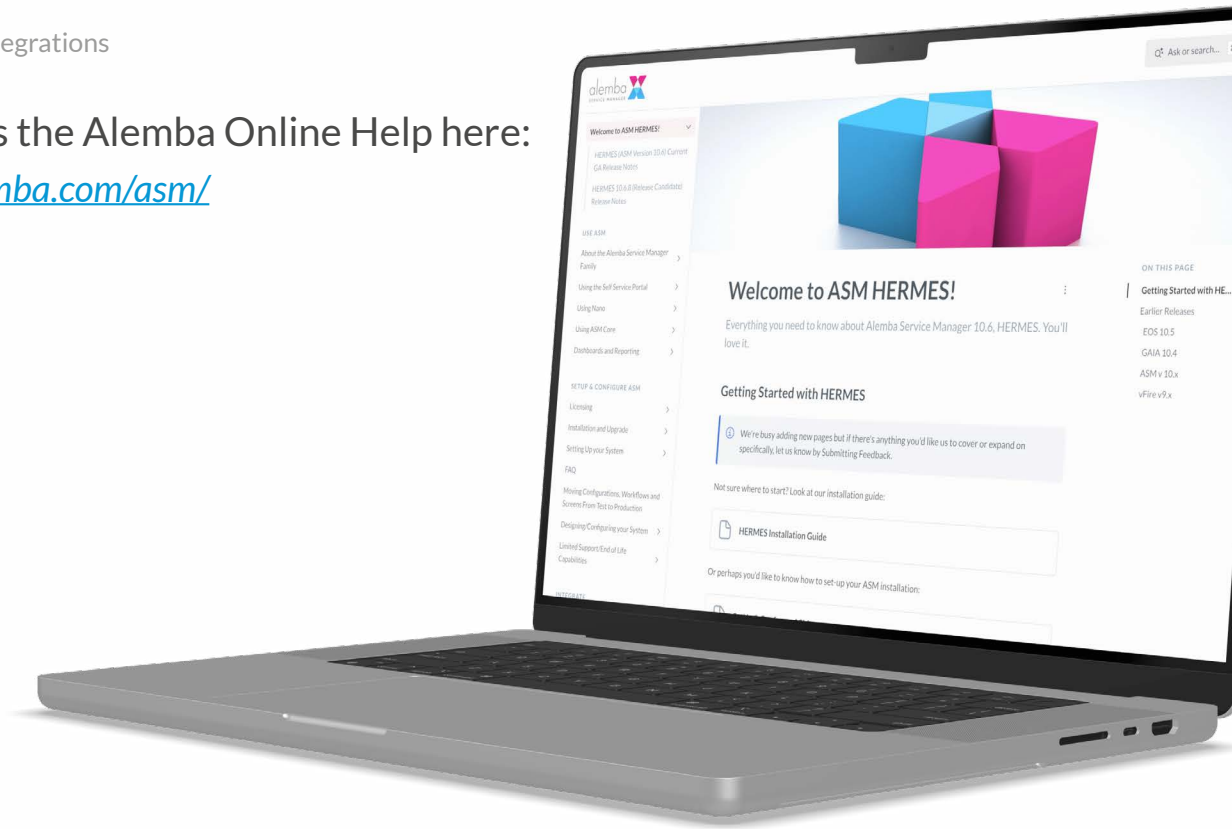
Section 3: Alemba online help and LinkedIn community

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://docs.alemba.com/asm/



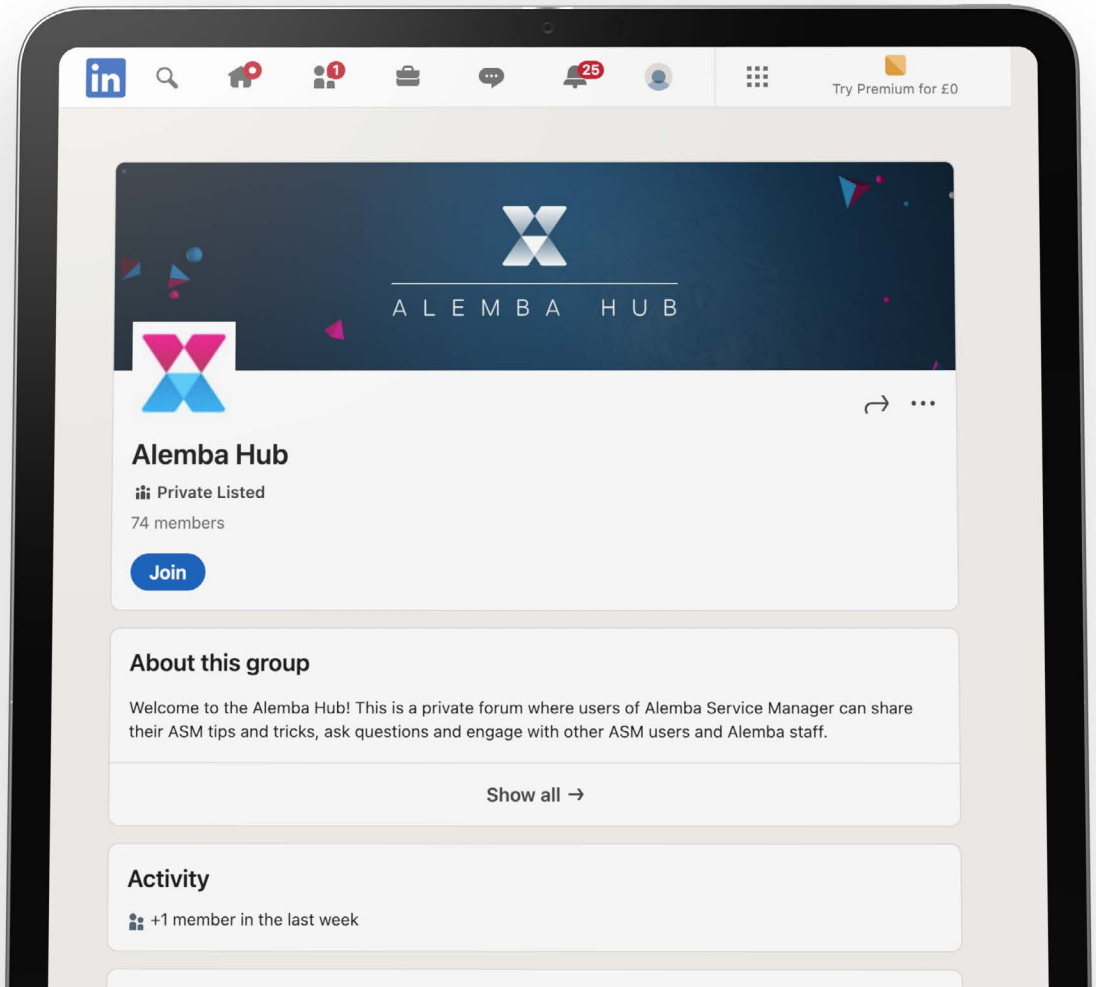
The Alemba LinkedIn Hub

The Alemba Hub is a private LinkedIn 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

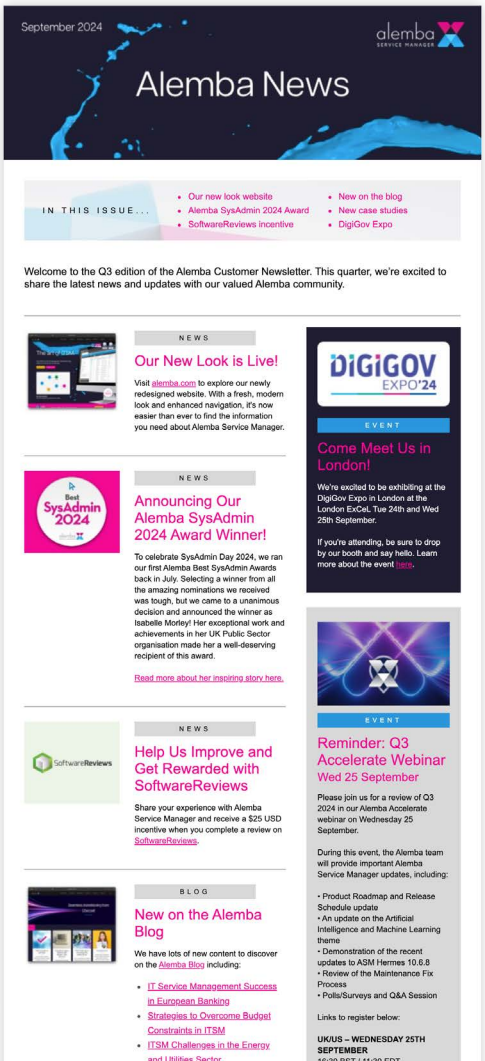
- You will need an active LinkedIn account.
- Request to join the group using this link.- https://www.linkedin.com/groups/13002769/
- Answer two questions and agree to the group rules. These measures have been put in place to ensure the safety and privacy of members.
- One of our admins will approve 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



September 2024

Alemba News

IN THIS ISSUE...

- Our new look website
- Alemba SysAdmin 2024 Award
- SoftwareReviews incentive
- New on the blog
- New case studies
- DigiGov Expo

Welcome to the Q3 edition of the Alemba Customer Newsletter. This quarter, we're excited to share the latest news and updates with our valued Alemba community.

NEWS

Our New Look is Live!

Visit alemba.com to explore our newly redesigned website. With a fresh, modern look and enhanced navigation, it's now easier than ever to find the information you need about Alemba Service Manager.

NEWS

Announcing Our Alemba SysAdmin 2024 Award Winner!

To celebrate SysAdmin Day 2024, we ran our first Alemba Best SysAdmin Awards back in July. Selecting a winner from all the amazing nominations we received was tough, but we came to a unanimous decision and announced the winner as Isabelle Morley! Her exceptional work and achievements in her UK Public Sector organisation made her a well-deserving recipient of this award.

Read more about her inspiring story here.

NEWS

Help Us Improve and Get Rewarded with SoftwareReviews

Share your experience with Alemba Service Manager and receive a $25 USD incentive when you complete a review on SoftwareReviews.

BLOG

New on the Alemba Blog

We have lots of new content to discover on the Alemba Blog including:

- IT Service Management Success in European Banking
- Strategies to Overcome Budget Constraints in ITSM
- ITSM Challenges in the Energy and Utilities Sector

EVENT

Come Meet Us in London!

We're excited to be exhibiting at the DigiGov Expo in London at the London ExCeL Tue 24th and Wed 25th September.

If you're attending, be sure to drop by our booth and say hello. Learn more about the event here.

EVENT

Reminder: Q3 Accelerate Webinar

Wed 25 September

Please join us for a review of Q3 2024 in our Alemba Accelerate webinar on Wednesday 25 September.

During this event, the Alemba team will provide important Alemba Service Manager updates, including:

- Product Roadmap and Release Schedule update
- An update on the Artificial Intelligence and Machine Learning theme
- Demonstration of the recent updates to ASM Hermes 10.6.8
- Review of the Maintenance Fix Process
- Polls/Surveys and Q&A Session

Links to register below:

UK/US – WEDNESDAY 25TH SEPTEMBER

The Alemba Newsletter

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

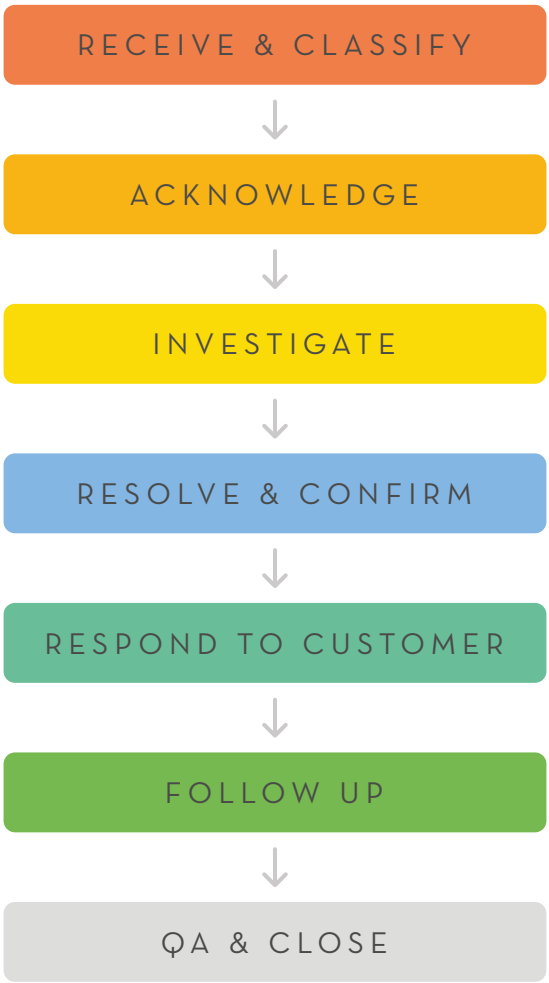
You can also sign up via LinkedIn here - https://www.linkedin.com/newsletters/7239973597010628608/

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:



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