



CBS AND 2SERV CUSTOMER NEWSLETTER

March 2019



Your Operations Team

Who We Are

As many of you know, we have undergone a team restructure since we joined Asolvi AS. We want to officially welcome you to your new Operations Team!

We are your point of contact for all consultancy and support queries. We were all members of Purpose Software prior to the company's acquisition and the new team is now known as "C/P UK MLB" (Copy/Print UK - Medium to Large Businesses) and is part of the wider Asolvi family.

We are:



Gareth Chapple

Joined 2017: Consultancy, implementation and support desk work on CBS and 2serv



Harry Saunders

Joined 2012: Consultancy, implementation and support desk work on CBS and 2serv



Kevin Keegan

Joined 1995: Consultancy, implementation and support desk work on CBS and 2serv



Neville Harrison

Joined 2017: Technical consultancy, and support desk work on CBS and 2serv



Sarah Fenn

Joined 2014: Consultancy, implementation and support desk work on 2serv



Tim Manders

Joined 2006: Technical consultancy, implementation and support desk work on CBS and 2serv

Contacting Us

Emails and Portal

All queries must be logged in our ticketing system (please do not use team member email addresses for new support queries). This is the most effective way of logging your support calls with us as all team members have access to your query. All emails you send to: support@purposesoftware.co.uk are logged with your details and we can easily access your call history and information. Please remember to give us as much information as possible such as: screenshots of any errors, copies of documents and detail such as serial numbers. We can respond more efficiently and resolve calls quicker if we have all of the information we need from the start.

Tickets can also be logged and reviewed through our online portal. Queries logged through the portal go into the same online system as emails. With a portal log in, you have the ability to review the progress of your tickets online and add notes if there are updates you want us to be aware of. The portal also contains helpful guides on various areas of our software so you may be able to find the answer to the query before you log it. These guides will continue to be updated and added to. If you have not received account activation for our portal, please email:

supportportal@purposesoftware.co.uk

Please keep an eye out for further updates as our support email addresses will be changing in the near future to an Asolvi email address. We will update you when we hear more. Please add the domain "@asolvi.com" to your safe senders list as some of our emails are getting caught in junk folders.

Phones

The main phone line that you used to contact Purpose Software (01494 523 111) has been forwarded to the main Asolvi reception. Please do not use this line for support queries and requests. It may still be used to contact our accounts team and for NBM queries.

Our usual support desk phone line is still active (01494 464 262) but we request that you use this line for system down emergencies only. All queries are to be logged in our ticketing system so they can be fairly prioritised and responded to.

Support Process

All tickets in our system are categorised as either a request or a problem. Problems will always be higher priority and categorising in this way gives us the opportunity to respond to these types of tickets more efficiently. Requests do not have a defined SLA. We will respond to every ticket as soon as possible but problems must be prioritised especially during peak times e.g. during end of month billing.

Please note that support is only to be provided to trained users of our software. If you require onsite or remote training for new or existing staff members, please contact us. It is the responsibility of each company to ensure that their staff members have been provided with sufficient training from our team. We only support our software and do not provide general IT support. Training and support outside the terms of your contract is chargeable at an hourly or daily rate. E.g. Investigations where the problem proves not to be our software and creation and modification of reports.

The Future of Your Software

CBS and 2serv

Asolvi are continuing to support the CBS and 2serv product range but these systems are on minimum maintenance. This means that no new features will be added to the products and the development team will only be dealing with bug fixes.

There are 2 other main software offerings that our UK customers may consider should they decide that CBS or 2serv is no longer the right fit for them in the future.

What is Evatic?

Evatic is the enterprise level software sold, developed and supported by Asolvi. It is one of the leading service management systems in Europe and it is continuing to be developed and improved for the Copy/Print industry. Over time, our team, C/P UK MLB will be supporting this software alongside CBS and 2serv. This is not something that will happen immediately, but you may be approached by our New Business Model team to see if this is something you are interested in exploring. You can find more information on our website. www.asolvi.com

What is Vantage Online?

Many of you will know that Vantage Computing Ltd, a fellow Copy/Print Software company in the UK, was acquired by Asolvi in 2019. Their support and consultancy team have also formed a new Operations Team, "C/P UK SMB" (Copy/Print UK – Small to Medium Businesses). You may be approached by our New Business Model team to see if Vantage Online is right for you.

What is the New Business Model (NBM)?

We are currently in a major audit of all our customer agreements and we have a new business model (NBM - New Business Model) that we want to introduce to all CBS and 2serv customers. The two C/P UK teams and the NBM team will work closely to ensure that we are supporting all customers on the software that best suits their business. If you are contacted by the New Business Model Team, please enquire about your full range of options. The main reason for the call will be to discuss the new contract rather than a software change. The NBM team are more than happy to explain the changes being made. The NBM will help our Asolvi family to become more streamlined with the way our contracts work across the UK and the rest of Europe.

Please contact Jorgen.Nytro@Asolvi.com or Michael.Burke@Asolvi.com for more information.

Please note that Michael Burke has also been part of the company restructure and is only to be contacted in relation to the New Business Model. He will not be able to assist with software support query escalation.