



Customer Support Charter

IDBS is committed to providing the best possible support for our products via Help Desk, Professional and Education Services. Part of this commitment is to ensure that you have a complete understanding of the services we provide and level of response you should expect from IDBS.

This charter applies to all customers with current maintenance agreements, and is your comprehensive guide to IDBS support services.

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Help Desk

The Help Desk is the initial point of contact for all customers with general questions about our software, requests for software dispatches or new product features (enhancements) and the reporting of potential problems with our software.

Touch and Hold

IDBS operates a “Touch and Hold” policy on its Help Desk. This means that one of our dedicated Support Analysts will deal with your query through to completion¹, avoiding unnecessary transfers of information between different support staff.

Qualified Support Staff

All of our Support Analysts are qualified to at least bachelors degree level in a relevant scientific discipline, and many have other higher degrees and/or PhD qualifications. All have undergone extensive training on the use of our products. However, we also realise that some problems are particularly complex, and therefore our Support Analysts also have direct access to our most experienced Senior Consultants and Software Developers to help them with more involved issues.

Call Tracking System

All calls to the Help Desk are logged in our dedicated help desk call tracking system. This enables all information and communication relating to your call to be kept in the same place, along with the current status of the call and ultimately the call resolution. If at any point you need to know the status of a call you can log into the [Customer Support Web Portal](#) or contact your local Help Desk who will be able to access all of the available information and provide you with an update.

Out of Scope Services

Please note that while we are happy to answer any general questions by telephone and email, there are certain services we cannot provide via the Help Desk.

For product training, template building, custom coding/scripts, implementation, upgrade assistance and other services that are best delivered in person, you should utilise our training and consultancy services. Please refer to the relevant part of this document or contact your Account Manager for further information.

¹In the case of Critical and High priority items, calls may be transferred between Support Analysts to ensure they are completed in the shortest possible time.

Products We Support

Support is currently provided for the following products. Changes in support levels for older product versions are published on our web site ([IDBS Software Platform Support](#)).

IDBS Applications

The latest versions of the following IDBS applications are currently supported by the Help Desk.

- ActivityBase (all modules and utilities)
- E-WorkBook Suite (including BioBook and ChemBook)
- SARview
- XLfit
- SARgen
- PredictionBase
- ActivityMart
- InforSense Suite
- Quantrix Modeler Professional
- Quantrix Modeler Professional Plus (including DataNAV and DataPush)

IDBS Technology

The latest versions of the following IDBS technologies are supported by the Help Desk and on-line support services. However, please note that the Help Desk cannot provide application design or development assistance. Please contact your Account Manager to discuss these types of requirements.

- ChemXtra
- ChemIQ
- MathIQ

Non IDBS Product Support

In addition to our own products, the Help Desk also provides answers and advice on the use of the following applications in relation to their use with IDBS products.

- Oracle®
- Microsoft® Excel

Please note that if a particular problem is reported in these products that is beyond our control, not related to the use of IDBS products or requires more specialised product knowledge or code/SQL to be written, you will be requested to contact the supplier's own support services.

Interfaces We Support

IDBS Provide Support for certain interfaces within their applications. For the list of interfaces shown assistance will be provided by the Help Desk but application design or development assistance will not be provided.

All interface support issues will be registered with a single Service Level Agreement (SLA). The SLAs listed on Page 7 and the target resolution times shown on Page 8 of this document, will not apply to calls logged against IDBS interfaces. All Interface issues will have a target resolution time of 7 Days, but this is subject to appropriate IDBS Development resource being available.

If a defect within an interface is detected or an enhancement is requested then the call will be subject to the standard IDBS SLAs.

IDBS reserve the right to refuse standard interface support if the issue concerns product design or implementation or if an issue is deemed to be outside of its control including, inter alia computer environmental, Oracle® related etc.

If a component or interface is not listed below, then this is not supported by IDBS and no guarantee will be made as to the functionality or presence of this in subsequent versions of IDBS Products.

IDBS Interface

ActivityBase Suite

API_OBJECT

API_PLATE

API_RENAME

AB_PURGE

PACK_AB_COMPREG_CUST

PACK_AB_IMPORT (Please note this was superseded by API_OBJECT and API_PLATE in ActivityBase 6.x and above)

E-WorkBook Suite

IDBS E-WorkBook Extension Points

E-WorkBook Web Services

Entity Web Service

Publishing Web Service

Taskflow Web Service

Catalog Web Service (superseded by Catalog2 Web Service in E-WorkBook 8.0 and above)

Catalog2 Web Service

How to Contact Us

IDBS currently accepts calls to the Help Desk via [web self service](#) telephone and email. We also have the facilities to communicate with you via our WebEx remote connection service if required. To initiate a WebEx session with IDBS you should first contact the Help Desk via phone or email.

North America: 1 800 881 9953 (toll free)

Europe: +44 (0)1483 594999

Email: support@idbs.com

Web Portal: <http://idbssupport.com>

The Help Desk currently operates from 0800 - 0100 GMT. Outside of these hours information can still be accessed via the [web self service](#) or email us, and the call will be picked up and logged by our Help Desk system ready for investigation by your local Support Analysts as soon as their working day starts.

On receipt of an email, an automatic receipt response will be provided indicating that the IDBS Help Desk will aim to respond within 24 hours. If more urgent assistance is required it is advised to telephone the Help Desk.

All calls to the Help Desk will be logged and categorised as one of the following

Help Desk Category	Example/Definition
Question	"How do I...?"
Request	"Can you send me...?"
Enhancement	"It would be nice if..."
Problems	"I can't seem to..." or "This doesn't work the way I expect it to"
Defect	Problem reproduced by the Help Desk and confirmed to be due to a coding error.

What We Need From You

To ensure we can deal with your call in the shortest possible time, please have the following information available when contacting the Help Desk.

Basic Details

- Your Name, Telephone Number and Email Address
- Company, Site and Database Installation Name
- The Relevant Product Registration Numbers
- Full Description of the Problem

Hardware and Software Environment Details

- Server Platform and Hardware Specification
- Server Operating System Version
- Server Oracle Version
- Client Operating System Version
- Microsoft Office Version (including service release version)
- IDBS Product Versions (including service release version)

Any Files/Data Required to Reproduce the Problem, e.g.

- Protocol Transfer Assistant export (ActivityBase issues)
- Any relevant raw data/text files
- Screenshots related to the problem
- Any relevant custom code
- Exception Text where an exception is listed (EWB/BB/Quantrix)
- Log files in the client install folder (EWB/BB)
- Server Log Files (EWB/BB)

Priority Levels and Escalation

The priority of a call is determined by the effect it has on your ability to use the software. General questions and requests for dispatch will be dealt with at a normal (Medium) priority level, but Problems, Defects and Enhancements will be categorised as follows.

Problems/Defects

Priority Level	Explanation/Usage
Critical	Software inoperable/major impact on usage
High	Significant impact on usage (including data integrity related issues), but possible to continue working
Medium	Impacts usage, but simple workaround available
Low	No real impact on usage

Enhancements

Priority Level	Explanation/Usage
High	Feature essential to support new/existing business process for most/all customers
Medium	Useful feature which would be benefit most/all customers
Low	Nice to have, but not very important

Target Resolution Times

Our Support Analysts aim to resolve all calls as quickly as possible, but will prioritise calls based on both priority level and the amount of time a call has been outstanding.

For each different call type and priority we have defined target resolution times as follows.

Help Desk Item Type	Item Priority	Target Resolution Time (days)
Problem	Critical	3
Problem	High	5
Problem	Medium	7
Problem	Low	20
Request	Medium	2
Question	Medium	2
Defect	Critical	5
Defect	High	30

Every effort will be made to complete Help Desk items within these resolution times. Please note that the target resolution time starts from the moment a call is logged in our Help Desk system and is measured Monday – Friday excluding public holidays. It excludes times when we are waiting for specific information or feedback from you before we can proceed.

In addition, all medium and low priority defects and high, medium and low enhancements will be reviewed on a regular basis for potential inclusion in future releases.

Escalation Levels

To ensure our targets are met, a number of escalation points are automatically built into our process to inform increasingly senior levels of IDBS management as resolution times approach their target. These escalation points are defined as follows.

Escalation Criteria	Escalate to	
	Problem, Question or Request	Defect or Enhancement
Call Open for 50% of Target Resolution Time	Senior Support Analysts	Development Team
Call Open for 80% of Target Resolution Time	Customer Support Manager	Product Group Leader
Call Open for 100% of Target Resolution Time	Account Manager & Professional Services Manager	Product Manager

In addition to these standard escalation points, you may also contact the Customer Support Manager directly at any time to escalate items that are not being dealt with to your satisfaction. If you have continued dissatisfaction with the support you are receiving, you should contact your Account Manager.

Call Closure

When we have resolved your call, we will ask you to confirm that we can close it. If we do not receive a response to this request, our Support Analyst will automatically close calls that have been resolved after 7 Days.

Complaints & Praise

If at any point you have a complaint about IDBS products or services, please contact the Customer Support Manager who will ensure that your comments are dealt with as quickly and efficiently as possible.

Likewise, if you have received particularly good service from IDBS, and would like to acknowledge this, please let us know.

On-Line Resources

In addition to our standard telephone and email support services, IDBS also has an extensive customer website available to all registered users. This site contains a number of additional support resources to enable users to answer their support queries more quickly.

Call Tracking

View, Log and Update Help Desk calls directly on the web using one of the following resources:

[Customer Support Portal](#)

[The XLfit Support Site](#)

[The Quantrix Support Portal](#)

Product Downloads

Many problems can be avoided or quickly resolved by upgrading to the latest product version or service release. To make this as easy as possible the latest versions of most of our products, along with the relevant release notes, are available for download from the website

Known Problems

IDBS takes its responsibilities as a software vendor very seriously, and would like to ensure that all customers are aware of important problems with the software as soon as they arise. In line with this, IDBS publishes the details of any Critical or High priority items reported to the IDBS Help Desk which could adversely affect other customers.

Included in the Known Problems section of the website are details of these items, including which customers will be affected, a description of the defect and how to identify if you have the problem, along with an explanation of the resolution and details of how to obtain the necessary fix.

Fully Searchable KnowledgeBase

In addition to the specific resources above, more general FAQs and knowledge can be found within the Web Portal KnowledgeBase.

Professional Services

For services outside of the scope of your maintenance agreement, the IDBS Professional Services team can offer both consultancy and training services.

Consultancy

IDBS offers a wide variety of on-site consulting services provided by our dedicated consulting team, including the following:

- Implementation Consultancy
- Upgrade Consultancy
- Protocol & Template Building
- Custom Application Development
- Project Management

All of our Consultants have a background in Life Sciences, Chemistry and/or significant experience in the pharmaceutical/biotech, finance or related IT support industries, and many are educated to MSc or PhD level. You can be assured that we will understand your requirements and be able to provide you with a solution in the most efficient manner possible.

For additional information, or to arrange a consulting session, please contact your Account Manager.

Training

Software is only the first part of the solution. Without a complete understanding of the tools at their disposal, scientists and financial professionals cannot efficiently utilise all of the capabilities available to them through E-WorkBook, ActivityBase, Quantrix, XLfit, InforSense and other IDBS products.

We offer a comprehensive, integrated programme of professional training and refresher courses on all aspects of the IDBS family of products. Course materials can be tailored to individual needs and can be administered at your site or at IDBS training facilities.

All of our courses are highly practical. Concepts are introduced with demonstrations, and then consolidated and reinforced by a series of practical hands-on exercise sessions. Curriculum and materials are tailored for each appropriate user group: IT support staff, Database Administrators and discovery team end users.

For more information about individual training modules and our current scheduled course dates please see <http://www.idbs.com/education/> or email education@idbs.com. Quantrix customers can learn more about professional services by visiting the Quantrix web site. (<http://www.quantrix.com/services.htm>)

Customer Feedback

IDBS are continually reviewing and updating the services we provide, and are particularly interested in hearing directly from customers. Feedback is collected on the completion of training courses, consultancy visits and help desk calls through the use of dedicated feedback questionnaires. All of the feedback you provide is reviewed by IDBS Management, and is used to target improvements in the services we offer.

If you would like to provide feedback, please email IDBS Support (support@idbs.com) or contact your Account Manager directly.

Who to contact - quick reference

	Email	Telephone
Help Desk		
North America	support@idbs.com	1 800 881 9953 (toll free)
Europe	support@idbs.com	+44 (0)1483 594999
Customer Support Manager	Adam Paton apaton@idbs.com	+44 (0)1483 595000
Professional Services		
Director of Professional Services Europe (Guildford, UK)	Roger Shaw rshaw@idbs.com	+44 (0)1483 595000
Director of Professional Services USA (Bridgewater, NJ)	Michael Hampton mhampton@idbs.com	+1 908 429 2900
Director of Professional Services USA (Alameda, CA)	David Fullerton dfullerton@idbs.com	+1 510 814 4900
Professional Services Quantrix USA (Portland, ME)	Valerie Grenier vgrenier@quantrix.com	+1 207 420 3100
Education Services		
Education Services Manager	Mark Vause mvause@idbs.com	+44 (0)1483 595000