



Support Services

Expertise when you need it most

We pride ourselves on offering the highest standard of support to all our customers. Combining extensive online self-help resources and access to our highly trained technical engineers, we'll have the right support package for you.



Tried and trusted support

Our support engineers are highly committed to your success and place it at the heart of everything they do. Constantly striving to ensure that you have their wealth of expertise at your fingertips, our packages seek to offer comprehensive and cost-effective support to meet the needs of your business, large or small.



Knowledge Base

Offering a rich repository of self-help, articles, the SmarterPay Knowledge Base allows you to quickly diagnose and resolve a wide range of technical issues.



Helpdesk

When you feel you need direct assistance from our technical engineers, you can raise a ticket using the SmarterPay Helpdesk via email, web portal or phone.



Licensing Portal

If you are looking to renew your license, our Licensing Portal gives you easy access to all product and service updates, along with step-by-step installation guides.

Choosing your support package

Designed to offer the right level of support to your business, our support packages come in Standard and Premium options. Careful consideration should be given to which option is most suitable to your needs with particular attention paid to your business critical processes and the corresponding package response time.

Support package inclusion breakdown		
	Standard	Premium
Support Hours	Mon-Fri 09:00 - 17:00	Mon-Fri 09:00 - 17:00
Critical Response Time	4 hours	1 hour
Helpdesk Access	Email Web Portal Phone	Email Web Portal Phone
Online Knowledge Base	✓	✓
Contingency	-	✓
Consultancy	-	✓
Refresher training	-	✓

*Level of consultative hours will depend on your own IT support network and will be confirmed in your service level agreement



Standard support optional extras

Whether you just need a helping hand during your initial set up or would like your staff to undertake some refresher training, the following Premium support features can also be purchased on an individual basis. This means you can still enjoy the Premium benefits of support but as and when you need them!



Refresher Training

Available individually or in groups, our refresher training is conducted on site or by webinar by our technical engineers and offers a helpful training recap on all products and services.



General Consultancy

Especially helpful for businesses with limited technical resource, this feature covers set up, administration and maintenance which is not included under general support.



On Premise Contingency

Our portal-based file submission option guarantees Bacs payments even in the event of something unexpected, making sure that you can still submit all your files on time.

Get in touch

We realise that making the right decision isn't always easy. If you'd like some more information or want to ask a few questions and talk things through with one of our experts, please get in touch on:

Tel: +44 (0)1482 240886

Email: info@smarterpay.com



Our commitment to you

We recognise that every business is different, so we aim to provide you with the highest level of personalised customer service we can. We do this by having technical experts ready to listen and assist you with what matters most to you.

We work closely with our partners at every opportunity and adhere to industry standards and best practices to maintain excellence at all times. Where we don't meet your expectations, we will work swiftly to provide a solution and will always incorporate your feedback to improve future operations and performance.



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