

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 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.

Proven expertise to help you...



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, portal or phone.



Licensing Portal

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

Choosing your support package

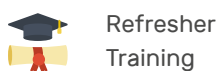
Designed to offer the right level of support to your business, our support packages come in Standard and Premium options. Careful consideration should be given to which option is most suitable to your needs with particular attention paid to your business critical processes and the corresponding package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

Standard support optional extras

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Tailored support to suit you...



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

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

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.



What our customers say

"I've been blown away by the team and the solution they delivered for us... Industry experts who truly care about their customers."

Matt Pearson - British Gas



"The people that work at SmarterPay make an enormous difference and the support we have received has been second to none."



John Norris - Torbay Council

For more information about SmarterPay Support or any other products and services, please get in touch on:

Phone: 001482 240886

Email: info@smarterpay.com

www.smarterpay.com



About SmarterPay

“As a private, family owned company, we can put our customers first, ensuring you get payment services the way you want so irrespective of size, we have a solution that meets your needs. Without investors or venture capitalists to satisfy, we can prioritise meeting your requirements, which is why we set our pricing to be sustainable, both in short and long term but more importantly, to be fair.

Our customer service speaks for itself, all UK-based, DBS-checked, GDPR-trained and payment specialists, thus ensuring your queries are dealt with effectively, professionally and quickly. So if you would like to work with a private family owned company that prides itself on customer service at a reasonable price, please get in touch.”

Ewan Friend, Managing Director
SmarterPay

