



# Timely, efficient, accurate support... We are there for you

## Progressive Business Technologies Help Desk Support

Helpdesk support provided by Progressive Business Technologies is a telephone or email based service to assist current Helpdesk members of our supported Business Systems with user related queries and information on how to perform tasks. We strive to provide the best possible service and to achieve this must have boundaries to ensure these services are available expediently to all our members.

Helpdesk services are limited to 15 minutes per call time. Calls longer than this will be charged on a time and materials basis in 15 minute increments.

The service is not an alternative to user requests that are inherently long in duration and of a complex nature. These requests are more effectively handled by either remote dial in or a site visit by one of our consultants.

Consequently Helpdesk Services do not cover:



### Implementation Tasks

Where by an organisation is trying to utilise our Helpdesk resources to guide or complete implementation tasks for a new business system. Such activities are covered by our implementation process or if being carried out independently of Progressive would require arrangements to be discussed with our Management to enable Progressive to understand the actual implementation and assistance required.

### Software Upgrades

Software Upgrades are not supported over the phone due to the large amount of time that many upgrades can take, and should the upgrade fail, onsite consultants may not be available immediately to remedy the situation.

Where an organisation has performed its own software upgrade, helpdesk services cannot be used to remedy any technical issues that may arise during or after the upgrade. These issues will be passed to a Progressive consultant and the customer will be notified in advance of any charges relating to the matter.

### Software Restores

Due to the large number of commercial backup systems available, it is often difficult and time consuming to have helpdesk resources try and determine the restore procedure for a specific backup system. Often in these situations other specialist services are also required to resolve the matter.

Assistance with the above tasks is available from Progressive, but will be performed by a Consultant and is chargeable at Progressive's standard rates.

### Remote Access & Site Visit Services

Where a consultant provides support or consultancy services via Remote Access or onsite, these services are not covered under the Helpdesk agreement.

### Non Helpdesk Customers

Helpdesk services provided to non-helpdesk customers will be charged at \$120 ex gst per case up to 30 mins. After 30 mins, it will be charged in 15 minute increments at the applicable rate. It may be deemed that the customer request may not be an appropriate helpdesk request, and will be referred to a consultant where any charges will be advised. A Credit Card number may be requested for payment before the helpdesk will investigate the user request.

Should you wish to discuss our helpdesk services in more detail, please contact PBT on 1300 720 767.