



datel



**customer  
support**  
services

Service  
Overview



# We're here to help



Debra Leland  
Customer Support Director

*Your success is important to us - that's why our support department is staffed by the largest team of any Sage partner in the UK.*

*We continually invest in our consultants, ensuring they're fully accredited in the software they support. Year on year, our consultants undergo extensive training to ensure they understand every aspect of new functionality and product releases.*

*Their wealth of knowledge empowers them to provide fast and efficient resolutions to any issues you encounter, with many of them supported by over 20 years' experience with Sage systems.*





*Our service is built on the foundation of quality, honesty and transparency. It's these three qualities which led us to share the feedback you provide anonymously on our website.*

*That feedback helps to drive our culture of continuous improvement. It empowers us to deliver the best support so you can give your customers the best service.*



**Datel offers a number of beneficial services in addition to your traditional support service. We provide you with even more assistance, optimising the operation of your Sage system and supplementing your in-house IT team.**

**Our aim is to build a close, long-term relationship with your organisation and become a trusted extension of your team.**

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# support



Software support when you need it

## We're here to help

Support is here to help Datel customers with on-going daily problems when using software supplied and installed by Datel, or under the terms of a support agreement. The service is provided by a highly skilled and accredited team of consultants who are specialists in your Sage software.

Our Support Hotdesk is always available during office hours, 9.00am to 5.30pm, to refer your queries and issues to an assigned consultant.

Contact us via telephone, email and 24/7 web logging, where tickets can be submitted and updated at any time. We also provide a skeleton service from 8.00am to 9.00am and 5.30pm to 6.00pm to log and process tickets.

## Supporting you every step of the way

We want to support you in whatever way we can, and we do that with an online support portal filled to brim with help sheets and training videos.

We are here to help you get the most from your Sage system and give your employees the confidence to do even more when it's convenient for you.

## Sage solutions covered:

- ▶ Sage 200cloud
- ▶ Sage Line 500 and Sage 1000
- ▶ Sage Enterprise Management

support



Software support when you need it

**Support includes:**

Issue logging and updates via email, phone and web portal



System issue resolution by accredited office-based consultants



Commitment to meet and exceed Service Level Agreements (SLAs)



Access to free monthly online training



Online access to help sheets and help videos for each Sage solution



Monthly reporting on your usage of the service



For more details on Datel's Support service, see our [Support Overview](#).



# Getting more from your partnership with Datel

Adopting additional Customer Support Services alongside Support from Datel gives you direct access to a team of highly accredited Sage consultants with a wealth of experience and expertise.

What's more, Datel's additional Customer Support Services supplement and reduce the dependency on your in house IT team.

In other words: **we provide the skills your business needs, all in one place.**

That means you never have to worry about covering holidays, sick days, training, jury service and parental leave because we're always a phone call, email or web log away.

By applying our technical knowledge and experience of industry best practice, we help you maintain a high-performance software platform - which provides a solid foundation for your IT business strategy and your business success.



monitor 

assist 

manage 

# monitor



Proactive expert eyes to ensure system health

Our Monitor service will keep an expert eye on your systems by carrying out daily checks for space availability, addressing any errors and conducting fundamental housekeeping tasks.

**Includes:**

- ▶ Daily checks on your server, Sage system and SQL
- ▶ General housekeeping carried out on a monthly basis
- ▶ The set up of SQL maintenance plans
- ▶ Quarterly SQL health checks

For the full lists of features, see our Service Outline datasheet.



assist



Additional advice and assistance for all your users

Our Assist service provides benefits such as easing the pressure on your in-house team, alleviating the need to firefight issues and helping your end users to optimise their usage of software.

Whatever their query, end users can contact the Datel team for advice and assistance quickly and efficiently. No question is too basic or too difficult.

**Includes:**

- ▶ Sage advice calls
- ▶ Assistance on setting up and managing users
- ▶ Database copies
- ▶ SQL updates and advice
- ▶ Screen/window editing
- ▶ Reconciliation advice and guidance

For the full lists of features, see our Service Outline datasheet.





manage



A System Manager service providing expertise and advice

Datel's Manage service is the most comprehensive offering. It will free up your IT managers and staff, allowing them to concentrate on the strategic initiatives that drive your business forward.

By getting to know your business, your systems and your people, we can offer you a friendly and efficient service built around your needs.

To do this, one of our trained and experienced consultants visits your premises for a shadowing exercise. This enables the consultant to understand what drives your business and your areas of key dependency. At the same time, your staff have the opportunity to become acquainted with the professionals supporting them.

As a result of this groundwork, our consultants can give accurate, expert advice that is completely focused on your specific configuration. They can proactively recommend improvements to increase system security and reliability, and identify beneficial software advances. They become aware of your business drivers and the pressures on your people, and will be able to provide a completely tailored service.

For the full lists of features, see our Service Outline datasheet.



# Quality Assurance:

We work to a set of mature processes and procedures, namely the Datel Quality Management System (DQMS). This ensures that we are able to deliver quality products and services to our customers.

Our quality management system touches all areas of the business, from the initial proposed solutions at pre-sales, through implementation of hardware and software - under rigorous project management controls - and post-sale support.

The directors and other members of the quality team regularly review non-conformance and the results of both internal and external audits to focus on any quality issues, ensuring the DQMS is a truly meaningful management tool.

Datel's quality policy statement states that:

***"Our aim is to achieve and maintain a reputation for outstanding quality as a provider of IT solutions and services."***



# Adopting Datel's Customer Support Services



## Supporting your business

Datel's Customer Support Services are delivered by a team of over 50 highly accredited consultants. Each and every member is dedicated to providing support for your Sage system and its complementary solutions.

In addition to receiving regular training and qualifications, our team closes over 35,000 support tickets each year - and they're ready to resolve your issues when you need them to.

Datel's Customer Support Services are clearly priced and your usage is monitored to ensure you receive the best value from the options you select. We proactively suggest ways to maximise the value of your contract and take a pragmatic approach to requests, carrying out small projects within your contract. Where more complex projects require additional consultancy, this work will be costed and agreed upfront.

Once using our additional services, we're always happy to make an on-site visit, for example when providing process and development reviews. However, we find that most development and issue resolution work can be performed remotely.

## How could your business use Datel Customer Support Services?

Take a look at the Service Outline to understand how you could use Datel's additional Customer Support Services or speak to the Datel team to arrange a no obligation conversation with Datel's Customer Support Director, Debra Leland.

**0800 0775 888**

The logo for 'datel' is a red square with the word 'datel' in white lowercase letters.

**datel**



▶ **[www.datel.info](http://www.datel.info)**

▶ **0800 0775 888**

The Sage logo is a stylized, geometric pattern of interlocking triangles in shades of grey and white, forming a square shape.

expanding the  
world of sage