



# Customer Success

## Supporting you to deliver the best possible procurement outcomes

Our ExpertAssist service offers a range of support options specifically designed to meet the differing requirements of each of our clients, from AWARD® software support and training, through to best practice procurement advice and thought leadership.

### AWARD® HELPDESK & KNOWLEDGE BASE

Our standard Helpdesk support is included with your AWARD® license and provides email support from 08:00 - 18:00, Monday – Friday, excluding public holidays.

The Helpdesk will answer your AWARD® software queries and offer non-project-specific guidance. You will have access to our support portal, where you can log in, raise support tickets and view progress against any submitted tickets.

AWARD® users also have access to our Knowledge Base, which includes searchable help, guidance and short explainer/functionality videos.

## **AWARD® EXPERTASSIST**

ExpertAssist delivers an enhanced support service, offering email and phone support from 08:00 - 18:00, Monday-Friday, excluding public holidays.

In addition to the Helpdesk service, the ExpertAssist team is on hand to offer advice and guidance in relation to your AWARD® configuration, project templates, use of our expert modules and advanced functionality/processes. ExpertAssist also includes a bi-monthly check-in with a customer success specialist and access to our Knowledge Base.

This is ideal for customers who have trained super users with their organisation but want some additional support from us to enable their users to use the AWARD® software independently. Think of ExpertAssist as Breakdown Cover for your AWARD® users - we're there when you need us and are on hand to provide useful hints and tips to keep your procurement on the road and get the most out of the system.

### **Included**

- Technical guidance on the use of AWARD® relating to the customer's specific project configuration
- Technical configuration of and amends to existing AWARD® project templates
- Technical configuration review of the AWARD® project
- Development of Report templates using standard AWARD® report components
- Bookable support at a time convenient to you

### **Excluded**

- Training of new users. Expert Assist is intended to build upon existing training and develop the user's capability and confidence in the system. It is not intended as a substitute or replacement for training.
- Evaluation design or advice
- Assurance of the AWARD® design against the tender documents
- Completion of tasks in AWARD®
- Bespoke Excel report templates

### **AWARD® EXPERTASSIST+**

The ExpertAssist+ phone/email support service is available from 08:00 - 18:00, Monday – Friday, excluding public holidays.

In addition to the ExpertAssist service outlined above, ExpertAssist+ gives users access to an AWARD® Expert who is on hand to assist with completing configuration tasks on your behalf or to help with completing administrative tasks such as creating users.

It is designed for customers who have some in-house AWARD® skills but require additional resource to help with completing their configurations. Think of EA+ as your local maintenance engineer, you get on with using the system but we're there to assist when the job gets too big, or you have a tight deadline to work towards. There are a host of other benefits including exclusive Best Practice Insights and webinars, and access to our AWARD® Insights analytics platform.

#### **Included**

- Completion of ad-hoc configuration tasks on the customer's behalf. Examples include – eSourcing import (Questions/Evidence items and Supplier Responses),
  - Configuration of scoring measures
  - Assigning users
  - Creation of Document Groups
  - Creation of users
  - Development of Excel report templates

#### **Excluded**

- Evaluation design or advice
- Assurance of the AWARD® design against the tender documents

	Helpdesk/ Knowledge Base	ExpertAssist	ExpertAssist+	ExpertAssist Bespoke
<b>Availability</b>	<b>09:00 - 17:00</b>	<b>09:00 - 18:00</b>	<b>08:00 - 18:00</b>	
Email Support	✓	✓	✓	<p>On request for one off projects or larger organisations.</p> <p>Includes bespoke training and dedicated support.</p>
Telephone Support		✓	✓	
Knowledge Base	✓	✓	✓	
Generic technical - non project specific advice	✓	✓	✓	
Tailored technical advice on client specific configuration		✓	✓	
Bi-monthly health check with customer success specialist		✓	✓	
Technical AWARD® project configuration reviews		✓	✓	
Project template updates (functional)		✓	✓	
Annual best practice health check			✓	
Expert Insights			✓	
Best practice and technical webinars			✓	
AWARD® Insights analytics			✓	
Technical Analyst build assistance and AWARD® administration support			✓	

For more information or to discuss which package suits your project team, get in touch with your Account Manager or the Customer Success team