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## Maintenance and Support

2020

## Keyfax Maintenance and Support Service 2020

All Keyfax clients have access to the Omfax Support desk which is responsible for overseeing the functioning of Keyfax to ensure it is used to its fullest extent and that clients obtain maximum benefit from the software.

The support service includes as a minimum, one visit per annum together with telephone and email contact. The annual visit will include a full assessment and report on the use and functioning of Keyfax, including recommendation for any action. This report will be sent to the Keyfax Administrator and to senior managers responsible for services where Keyfax operates.

**Remote access is required to provide the full range of support.**

### The Maintenance and Support Service provides:

#### Software Support

Software corrections and bug fixes to Keyfax software where the Keyfax software does not operate or conform to specification.

Remote access is required to provide the software support which will include:

- Resolution of database/network connectivity problems of Keyfax software
- Resolution of host integration issues within Keyfax software
- Processing minor configuration change requests
- Resolution of basic security issues directly affecting the use of Keyfax.

Please be aware that Keyfax operates by integrating with a host, for example a Housing Management System (HMS) or CRM. In some instances, a resolution may require the involvement of the host support services and your own IT services.

**Upgrades:** Software Support includes upgrades to the Software which are not separately priced or marketed as new products. Omfax will provide guidance and advice for installing and operating any upgrade. Additional support and site visits to assist with the upgrade will be charged at Omfax's current consulting rate. Details of this can be provided on request.

Software support is provided for one instance of Keyfax, which includes one production database. Support for additional Keyfax instances and/or databases (e.g. Test, Training) is subject to an additional annual charge. Details of this can be provided on request.

#### Scripting Support

Resolution of script queries and guidance on script editing for trained Keyfax Administrators.

Scripting is the responsibility of the client since this reflects their own service policies and processes. However, advice, guidance and telephone assistance will be provided to help trained Keyfax Administrators to resolve queries. All Keyfax Administrators are therefore required to have undergone Administrator training provided by Omfax.

**Remote access is required to provide the full range of support.**

## Databoxes

Databoxes are a powerful feature of Keyfax but, as with other script components, the construction and performance of Databoxes is a client function.

The creation of Databoxes, SQL queries and expressions and their use within scripts is not covered by the standard Maintenance and Support service. However, a level of guidance on Databox construction will be provided for trained Keyfax Administrators, within the terms of this agreement.

Training can be provided on request to assist with the creation and set-up of Databoxes to advance your current scripting.

## Annual Review

Omfax will arrange a meeting to carry out an Annual Review of the Keyfax products with each of our clients. This will include a check on the software function and give any assistance in the development of scripts.

An Annual Review report will be provided, identifying the use of Keyfax and assessing its functioning, together with recommendation for any action. This report will be sent to the Keyfax Administrator and to senior managers responsible for services where Keyfax operates.

## Keyfax Help Online

An on-line user manual and technical guide providing information and guidance on the software and on script editing. This is available to Keyfax Users via the Keyfax Administration console or by the following link.

[Keyfax Help Online](#)

## Raising a Support Issue

The Keyfax Support Team are available to assist with any software or scripting issues between 9.00 am and 5.00 pm Monday to Friday; excluding bank and other public holidays.

Email: [support@omfax.co.uk](mailto:support@omfax.co.uk)

Telephone: 01869 242967

All support calls and emails are logged and given a support ticket reference. Support tickets are assigned a priority in accordance with the Service Level Agreement (SLA) targets within this document. The priority will be confirmed to the client upon raising a support request.

## When contacting the support desk please provide us with as much information as possible:

- There is no such thing as too much information when it comes to understanding an issue.
- The more detail that can be provided when contacting Support the easier it is for us to understand, investigate and resolve your request and get you back up and running.
- Please provide any additional information wherever appropriate, e.g. descriptions of the exact steps that lead to/caused the problem, identifying particular scripts that exhibit the problem, supplying reference nos. (for example, task, property, tenant, tenancy etc); this will help us recreate/resolve the issue.
- Screen shots that display the problem are very helpful.
- How many advisors are affected e.g. one/several/all.

Where the problem appears to be related to the functioning of the Keyfax software, the issue will be investigated. Where the cause is identified as not being due to the functioning of the Keyfax software, the cost of undertaking the work will be passed back to the client. We therefore urge clients to carry out your own first line support checks before referring a support issue to us. For more information on this, see **Out of Scope** section below.

Once the call is resolved, confirmation will be sent to the client, including details of the resolution. If a support ticket is outstanding from its due date, the client will be notified of the action being taken and the problem will be escalated.

### SLA Response Targets

	Description	Response Time	Target Resolution Time
<b>1 - Critical</b>	Keyfax system is down and unusable	Within 4 hours	3 working days
<b>2 - Essential</b>	System fault which would cause operations to be significantly affected by lack of early resolution	Within 1 day	5 working days
<b>3 - Important</b>	System fault - work around possible	Within 3 days	20 working days
<b>4 - Useful</b>	Minor fault or cosmetic problem	Within 1 week	Next appropriate release of software*
<p><i>* Fix will be applied to the next appropriate version release. Certain resolutions will be dependent on client demand following an assessment of requests received.</i></p>			

### Out of scope

If we receive a support request that appears to be out of scope of this support agreement, it will be referred back to the client for decision before further examination is made.

Where it appears that the issue is out of scope but will involve investigation, any time spent on investigation of the issue will be chargeable. The decision to carry out any work or investigation will be dependent on the client being notified by Omfax and any action being agreed upon before any work is undertaken.

If upon further investigation the request is found to be within scope, no charge will be made to the client.

To allow us to deal with your support requests more effectively and efficiently, we strongly recommend that:

- **We are informed in advance of upgrades to Servers, Host Systems, and other major configuration/infrastructure changes** in order to reduce the risk of any issues following these upgrades.
- It may be necessary to update the Keyfax Inter•View configuration files to resolve any potential errors. Technicians or support staff can arrange to do this for you before any problems may occur.
- It is the client's responsibility to test all changes including system software updates and inform Omfax of any compatibility issues with Keyfax before applying changes in a live environment.

### Keyfax databases are backed up daily

- When your Keyfax system was installed, no SQL Database backup/maintenance plans were implemented. Typically, this is the responsibility of your Database Administrator Team.
- Performing regular backups will not only prevent data loss but will reduce the risk of severe impact on performance and/or disk space. Click [here](#) for further information.

### Items outside of Support:

- Script editing and related script tailoring activities (this is the responsibility of the client; assistance in the resolution of script and related queries and guidance on script editing will be provided as indicated in this document for trained Keyfax Administrators).
- Script development for linking scripts to asset, tenancy, caller data from external sources e.g. constructing databoxes, creating expressions, etc. (this is the responsibility of the client; guidance on Databox construction will be provided as indicated in this document for trained Keyfax Administrators).
- Script development to link scripts results to tasks in HMS.
- Data import from HMS or other database or data source.
- Import of additional or replacement Schedule of Rate (SOR) codes and Priorities and their integration into scripts.
- Setting up Databoxes to link to external databases - construction of SQL queries, web service connections, etc.
- Development of custom reports.
- Development of custom report models for SQL Server Reporting Services.
- Keyfax Administrator and/or Operator training.
- Client requirements for modification to the software.
- Keyfax Server or database relocation.
- Database/network connectivity problems (due to client activity).
- System replication or data migration between databases or instances (for example Test, Training, Internet, Intranet).
- Major configuration changes.
- Server or database recovery, including disaster recovery.
- DBA activities (Backup/Restore/DTS/SQL Agent procedures).
- HMS shortcomings (e.g. enriching start-up data, supporting bespoke integrations).
- Related issues due to changes in HMS system or to changing HMS provider.
- Issues caused by HMS upgrade or configuration changes.
- Problems caused by unauthorised activity.
- Security issues due to introduction of new measures/anti-virus/policies (post installation).
- Issues caused by compromised security, e.g. hacking.
- Client-specific Data Protection requirements.
- More than 'reasonable' effort required to satisfy Penetration Testing requirements for public-facing websites.
- Recovery of archived data e.g. for court hearing purposes.
- Recovery of lost emails if Exchange Server relocated or connectivity fails.

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To contact the Keyfax Support desk:

Email [support@omfax.co.uk](mailto:support@omfax.co.uk)

Call 01869 242967

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