The Qi Cover Charter

Our Promise to You

"We treat each customer with respect and understanding. Supporting our customer's businesses successfully makes us successful. As they achieve their goals so do we. The existence and success of Qi is wholly dependent on delivering the best customer service experience possible deploying robust technology that fulfills the brief."
Steve Watson, Qi Managing Director

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1. QiCover – Overview

QiCover provides:

- Telephone and remote support for third party applications, including standard package software licensed by Sage, Microsoft, Cim, Datto, Sophos and other software companies.
- Telephone and remote support for your IT infrastructure to include Hardware & Networks, Microsoft 365, SharePoint, Back-Up, Routers and System Security – regardless of who supplied them to you. We will deliver an on-site audit of your infrastructure at the beginning of your cover with us at no extra charge.
- Telephone and remote support for Qi Bespoke software with guaranteed continuity.

Qi's Support Team

We are here to help you. Our support team is an extension of your internal team. We are your partner. If you need us, please get in touch (there is no cap to your call numbers).

Contacting the Qi Support Team

Please call us on **01525 243490** or email us on **support@qil.co.uk**. **Please avoid using personal mailboxes as the support mailbox is monitored throughout the working day.** If a Qi individual is away from their desk, your support response time could be extended.

Our normal office hours are Monday to Friday, 9am to 5pm.

Our team is experienced, and our team members are approachable, knowledgeable, largely office-based individuals.

When you contact us, we will:

- Try to provide an immediate solution on the telephone or via remote access.
- If we cannot provide an immediate solution, we will not keep you holding. Once we have the information we need from you and have identified that we can provide a sensible approach, we will start investigating how to provide the solution you need and let you know the progress.
- If we are unable to provide an immediate solution, and have identified that we are able to recommend a sensible approach (i.e. the error is not caused by something beyond our knowledge, such as a 3rd party bespoke or a hardware network that we do not support), we will commence the deeper investigation.

In every case, we will try to advise you of the approximate time that we expect our investigations to take.

Qi's Internal Support Call Portal (QiFL)

Qi Limited has a call logging system into which we enter all support calls and their resolutions. When a call comes into the office, we will pass it straight to a relevant consultant or take a detailed message, entering it into QiFL and allocating it to the relevant team.

We ask our customers to assist us in this by having nominated members of their team as the main contacts. This means that duplicate issues are not reported and that you, the customer, will be aware of all outstanding issues via a clear chain of communication.

Please ensure full details of the problem are given, so that the call can be prioritised and dealt with as efficiently as possible. Ideally this will include:

- A description of the problem.
- A note of the version number of the program that you are using.
- Screen prints showing what you were doing.
- Any error messages.

We will give you an estimated timescale as to when a consultant can review your call, which will depend on call numbers. (There are occasions when call volumes spike, such as HMRC tax year end or a new release of an application that is displaying common issues for our customers.)

Our system allows the Qi team to prioritise calls. If a system is completely down and you are unable to process, you will be treated as a priority.

If an issue needs to be investigated, we will keep you up to date with our findings and estimate a timescale. Our investigations frequently involve remotely logging on to your system.

QiCover Monthly Reports: a Further Benefit of QiFL

Each month you will receive an email report that details the support calls you have logged and the resolutions to the calls. The report gives you an additional reference point for the future. You have a view of any persistent issue, staff members who are struggling to use your solutions effectively and any recommendations we have made that, if implemented, would benefit your solution performance. We just need you to confirm the email address you would like the report to go to at the point you take QiCover.

QiCover Annual Review Meetings

Your QiCover support service also includes an annual QiCover online meeting, which facilitates a discussion around your use of the system and potential optimisations. The inclusion of these meetings supports our committed ethos of partnership with our customers.

Priority Response

Customers with annual QiCover agreements will also be given priority for on-site visits in busy times.

On-Site Consultancy Rates

As a QiCover customer, you will always enjoy a preferential hourly on-site rate to non-covered customers.

QiMultiple Cover: economies of Scale

The more contracts you have with us, the better economies of scale we can reflect. We can add further cover areas to existing contracts on a pro-rata basis to provide one renewal date or, if preferred, individual renewal dates for each QiCover contract. In both instances, economies of scale can be reflected depending on the number of current QiCover contracts you hold.

Out of Hours (By Arrangement)

Not all businesses are the same, thus if you need out of hours support – either for specific days of the year or as a standard provision – please discuss this with us. We will always try to meet your needs and be honest if this is not possible.

What Is Not Included Within QiCover

QiCover is never a substitute for adequate staff training, reliable hardware, on-site consultancy, technical visits or regular housekeeping. Where recommended solutions are not acted upon or when we consider that an on-site consultancy or training visit would be more appropriate, we will advise you and discuss the best way to address issues that do not fall under the QiCover Charter. Repeatedly revisiting the same issues with your staff is merely a 'band aid'. We strive to partner with our customers to ensure that they are getting the best return possible from any area of their business we support.

QiCover Maintains the Status Quo

Any changes or new introductions to your system will be chargeable, for example installing a new printer or installing software onto a new PC. The good news is that as a QiCover customer you will always access the keenest rate available.

Sage Installations on New PC's or Servers

For our QiCover customers, we are pleased to offer a reduced rate per PC or Server for remote installations. This provides another benefit of having QiCover support and means your installation will be structured and correctly configured. Non-supported customers will continue to be charged at our normal hourly rate.

Some customers prefer to install the software themselves; we have therefore created a document detailing the suggested steps and our advice for installing Sage software. This will ensure the software is set up in a structured manner and will hopefully avoid any chargeable calls relating to the installation. Our resource library is only available to QiCover customers.

Backups

Customers with perpetual licences are required to take regular backups of their data and ensure housekeeping checks are also done in a timely manner. All problems must be reported to Qi Limited at the earliest convenience. If these measures are not taken, then problems **may not** be covered under the QiCover contract, and we reserve the right to invoice for services.

If you have questions or wish to discuss your requirements as an existing or new QiCover customer, please contact us.

2. QiCover Sage 50 and Advice for Customers with Server Installed Software

Whether you are a Sage 50 Accounts user or use both Accounts and Manufacturing, the Check Data and Backup routines are extremely important. You must ensure the Check Data routine is performed and investigated to ensure your data is clean and free from issues. This data must then be backed up at least daily.

Ensuring data is backed up is the responsibility of the customer. Qi can implement basic automated Sage and Cim50 backup procedures under the terms of support and upon request, or enhanced automated backup procedures for the entire server, to include Sage and Cim50 data, for an additional fee (please contact our Infrastructure Department for more information).

Sage 50 Accounts Check Data Prior to Back Up

The Check Data routine in Sage Accounts should be run daily before a backup is taken. The report is divided into three sections: Comments, Warnings and Errors.

Comments

Comments are the least serious of data problems and do not necessarily require data corrections. Nevertheless, they do indicate minor inconsistencies in the data, which you should consider investigating.

Warnings

Warnings, like comments, do not necessarily require use of the fix option. However, potentially they do indicate problems, so it is useful to scan through them.

Errors

These must be reported to Qi as soon as possible and investigated. A print of the report can be taken and emailed over if the Check Data is run out of office hours.

In general, the Check Data in Manufacturing does not have to be run on a regular basis. Qi may advise you to run some of the processes if there are discrepancies in the data.

Please be aware that Qi reserves the right to charge for data repairs where daily clean data backups have not been taken or where Qi has not been informed of errors on the data when they first occur.

3. QiCover Contract Information

The Detail and Things You Need to Know

Contracted Period

The term of the QiCover contract will be 1 year. Your contract will automatically renew upon the renewal date.

By instructing your QiCover, you acknowledge you have read and understood the QiCover Charter as it defines the service we will provide you.

Your Right to Cancel

You may provide notice to cancel the automatic renewal at any point during your contract but no later than 3 months before the renewal date.

Payment Terms

- All contracts are invoiced in advance and on an annual basis, for payment in full unless by special arrangement.

- Sage Manufacturing contracts must be paid annually in advance.[1]
- Microsoft Dynamics 365 Business Central (on premise) Support & Enhancement contracts must be paid annually in advance.
- All payments are due on invoice date.
- Qi Limited reserves the right to suspend support if the client's account is not paid in accordance with our credit terms.

Support Priorities

1st Line Support provided by telephone. Unlimited Telephone Support is included in the contract.

2nd Line Support is provided by Remote Access/Remote Control. Unlimited Remote Support is included in the contract.

Response

Standard response time is 1 Business Day with a 4-hour response time in the event of a full programme failure.

Changes

The client must inform Qi of any changes, for example an upgrade or additional companies or users. Any change in your company name, bank details, key contact or address must be forwarded immediately.

2nd Line Support provided by Remote Access/Remote Control.

Unlimited Remote Support is included in the contract.

4. QiCover Infrastructure[2]

This includes:

- Regular review of Server Performance Reports and Alerts
- Monthly Qi Server report and system maintenance tasks for servers, including anti-virus updates, disk usage, backups and server service packs
- Microsoft 365 (formerly Office 365)
- SharePoint & Teams
- Servers

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[1] Exceptions apply. Please contact us for details.
[2] Formerly Hardware & Networks.

- Client devices
- Firewalls

We provide a QiCover annual audit meeting as part of your contract.

How Does This Work?

QiCover Infrastructure:

- Provides a forum for detailed discussion around your infrastructure.
- Facilitates a discussion around industry developments such as Power Platform and the automation of daily tasks.
- Ensures your security policies have been specifically reviewed.

Please request your QiCover annual audit online meeting – it is included in the cost of your contract.

There may be occasions where we cannot resolve the problem directly and the solution requires assistance from a third party. QiCover will assist you with the necessary arrangements to ensure that the issues are resolved as quickly and efficiently as possible.

Initial Audit

When you first take QiCover Infrastructure, to ensure that we provide the best level of support Qi will complete a full audit of your current infrastructure to confirm our support terms. There are flexible audit options (on-site and remote) which can be discussed and agreed to best suit you, the customer.

Third Party Hardware & Software Support

If you have a problem with hardware or software that is covered by a third-party support contract, then your first contact should normally be with that supplier. It is possible that the purchase of additional hardware and/or software may be necessary as part of the solution to your problem, in which case we will provide the appropriate advice and guidance.

Network Support Packs

Customers with QiCover Infrastructure agreements may purchase Network Support Packs (NSP), buying consultancy hours in advance at a rate discounted from the usual QiCover customer rates. For example, an NSP could be ideal if it has been identified that you need a large number of new PCs configured in a given year, and for on-site support if it is not possible to resolve the problem over the telephone or by remote access connection. (Visits for hardware supplied by Qi **under warranty** are included in support.)

Qi will provide a regular statement of your account containing information about hours used and renewal dates. Network Support Packs (NSP) not used within twelve months of the date of issue cannot roll over. No minimum charge for site visits will be made to customers with annual QiCover Infrastructure agreements.

5. QiCover Microsoft (Office) 365 Mailboxes, Teams & SharePoint

If you have Infrastructure Support with Qi and Qi is your Microsoft Communication Service Provider (CSP), support on your Microsoft Office 365 is already in place.

If you do not wish to take Infrastructure Support with Qi but pay Microsoft directly for your licensing your registration, make Qi your CSP. There is no additional licensing cost to you if you use a CSP. As your CSP for Microsoft (Office) 365 and when you take QiCover for it, your benefits will include these services:

- Setting up of additional users.
- If an issue is caused by the Microsoft software and not your environment, Qi will log and progress any these issues directly with Microsoft via our Gold Partner portal (providing enhanced response times from Microsoft)
- Assistance with connectivity issues.
- Guidance through the improved 2-Factor authentication protocol (which incidentally contributes to your GDPR compliance strategy).
- The Setup of additional domains.
- The Setup of shared mailboxes and distribution lists.
- We offer enhanced QiCover Microsoft (Office) 365 cover to include **SharePoint Document Management & Teams**, ensuring that, as you use this great application already included in your Microsoft 365 subscription, you have a port of call to ensure you maintain your SharePoint Library & Teams correctly.
- Advice and guidance around Power Platform.

Microsoft 365 currently offers its licensees an ever-growing host of useful apps. With QiCover365, we will advise you on the merits of apps as they launch, provide signposting on how these will benefit your business and help you get the best return from your licence subscription fee.

Licence payments for Microsoft products are made directly to Qi Ltd (as your CSP) to help you simplify your payments to Microsoft. You will be charged in line with the current Microsoft pricing structure. As of January 2022, payments are annually and in advance, to ensure customers access the best pricing possible available from Microsoft.

Protecting Your Microsoft 365 and Protecting Yourselves as a Business

From time to time, we will make recommendations which may incur an additional fee. These recommendations will be based on any industry changes to best practice regarding Microsoft 365 security and protocols. Any aspect of guiding your staff to understand any changes we are commissioned to make will be included in the cost of your support cover. Services commissioned to effect any changes we recommend will be chargeable as this is a change to the 'status quo' and hence not covered by your support contract.

As with other protocols such as server backup and recommended housekeeping - if repeatedly recommended measures are not taken which subsequently require substantial remedial services from the Qi support team, then these problems **may not** be covered under the QiCover contract, and we reserve the right to invoice for services.

6. QiBespoke

You have invested your money and time in a QiBespoke development and Qi is committed to ensuring it will be supported, continuing to deliver benefits to your IT infrastructure.

QiCover - Qi Bespoke provides telephone support for all bespoke applications developed by Qi for a specific customer. Qi will update your bespoke application to work with new standard Microsoft operating systems and new compatible versions of Microsoft Access. Qi will also develop new versions to link to new releases of compatible Sage software where appropriate.

The service provides telephone support, which includes bug fix corrections to the software where practical as well as required corrections to the data.Changes to the system functionality and site visits are excluded; for example to issue updated software or correct data.

QiCover – Qi Software is calculated as a percentage of the original development cost. Any additional development work will mean an increase in QiCover costs. Increases will apply from the installation of the additional development work. Quotes for additional work will have the increased QiCover cost detailed.

This service excludes changes to the system functionality and site visits; for example to install updated software or correct data.

Qi Limited will provide ongoing telephone support for any additional developments, at an annual charge of 20% of the development costs (excluding data conversion etc but including system design and programming) payable in advance each year. The first payment will fall due at installation of the additional development and will be pro rata until your

QiCover Bespoke contract renewal date. There will be an annual charge thereafter. Quotes for additional Bespoke development will have the annual increased QiCover cost included.

Requests for system changes must be completed via a Change Request Form, found here. This ensures complete clarity and visibility throughout the development, resulting in a delivered development that meets your specified criteria.

Ad hoc support is **not** available for Qi Bespoke software.

7. QiCover Microsoft Dynamics 365 Business Central[3]

On Premise Installations
 QiCover D365BC includes the Microsoft Enhancement Licence for customers with on premise software.

This service excludes changes to the system functionality and site visits; for example to install updated software or correct data.

Additional Dynamics 365 Business Central - extensions Development
Qi Limited will provide ongoing telephone support for any additional extensions developed, as requested by you the customer, at an annual charge of 20% of the development costs (excluding data conversion etc. but including system design and programming) payable in advance each year.

The first payment will fall due at installation of the additional development and will be pro rata until your Dynamics 365 Business Central renewal date. There will be an annual charge thereafter. Quotes for additional D365BC development will have the annual increase to QiCover cost included.

Requests for system changes must be completed via a Change Request Form. This ensures complete clarity and visibility throughout the development, resulting in a delivered development that meets your specified criteria. Please contact your Qi team to request your Change Request Form.

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[3] Formerly Dynamics NAV.

8. QiCover Microsoft Dynamics 365 Business Central SaaS, Sage Accounts 50C Subscription and Cim50 Manufacturing Subscription

Telephone, remote support and Qi Extensions (D365BC SaaS only) are included in your subscription licence payment plan. You will automatically be able to access new software updates and upgrades as part of your licence cost.

Sage 50c Accounts and Cim50
The installation of updates is included in your QiCover. The installation of a full upgrade will attract a consultancy fee.

Dynamics 365 Business Central SaaS
All updates and upgrades will automatically be available to you without software or consultancy charges.

All subscriptions are due in advance and late payment may affect your access to the software and the support Qi can provide you.

This service excludes changes to the system functionality (the Change Request Form available upon request.