



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 fulfils 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, and other software companies.
- Telephone and remote support for your IT infrastructure to include Hardware & Networks, Microsoft 365, SharePoint, Teams, OneDrive, 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 and develop a 12-month plan to move you to the pre-requisites required for Qi Infrastructure support.
- 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).

The support team cannot aid customers who do not have a QiCover support contract in place.

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. However, we will never refuse support to a member of your team, even if they are not one of your usual points of contact for us.

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

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. Please request these meetings at your convenience.

QiCover for Periodic Processing

Your QiCover support service also includes assistance with periodic processing **prior** to the processing event. We will offer you advice and guidance on those processes completed a small number of times during the year, or annually. (VAT submissions and year end would be typical examples)

Priority Response

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

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 does also not include correcting multiple data errors or reconciling data where errors have been caused by prolonged user error and/or is a repeated issue.

A full VAT reconciliation would be an example of this. Whilst Qi can provide this service, it is deemed consultancy and thus is not included under the terms of 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.

Software Installations on New PC's or Servers

(Sage 50c, Cim50, Bespoke,NAV & Business Central on prem)

QiCover will charge the hourly rate to install software to a server and/or additional PC's. If, as part of a software upgrade our customers prefer Qi to install to the server and 1 or 2 PC's we will then advise your nominated project manager for the upgrade, how to complete the upgrade task.

Should a customer undertake an upgrade without any advice from Qi and experience technical issues, this may not be covered by support.

Backups

Customers using Sage50c, Cim50 or Qi Bespoke software, 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.

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).

If you have questions or wish to discuss your requirements as an existing or new QiCover customer, please contact us. Our infrastructure team can offer comprehensive advice on suitable cloud back-up solutions, ranging from a simple cloud back-up to a full disaster recovery full server backup solution.

2. QiCover Advice for Customers with Server Installed Software

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.

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.
- Any QiCover contract on legacy software such as Sage 50 Manufacturing must be paid annually in advance.¹ Qi reserves the right to not renew a support contract on legacy software.
- Microsoft Dynamics 365 Business Central (on premise) Support & Enhancement contracts must be paid annually in advance.
- All Microsoft SaaS licensing support (Microsoft 365, Business Central) is invoiced at your licence annual renewal date or monthly if you have opted to subscribe to the Microsoft monthly SKU with the enforced 20% cost uplift.
- 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.

4. QiCover Infrastructure - Baseline Standard or Enhanced?

Our in-house Infrastructure Team provides support across your entire infrastructure.

Our support options are **Baseline Standard and Enhanced**. Each support level has its own pre-requisites

QiCover Infrastructure Support Services	Baseline Standard	Enhanced
Initial Audit of hardware inventory at contract commencement	✓	✓
Planning for required hardware, security, backup improvements (see pre-requisites)	✓	✓
Device Support	✓	✓
Server Support	✓	✓
Antivirus & Firewall support for modern effective solutions	✓	✓
Server Backup daily monitoring (performance and alerts)	✓	✓
Annual Microsoft 365 licensing full review and right size	✓	✓
Annual QiCover meeting	✓	✓
Full annual security review to Cyber Essentials standards and applying required policy changes in line with Cyber Essentials requirements and the ever-changing security & threat landscapes		✓
Provision of Cyber Essentials compliant Templates for internal documentation purposes to record your current and improving security practices. This will assist you in encouraging best practices regarding security both inside and outside of your site(s)		✓
Enhanced security and monitoring across all on premise and Cloud services		✓
Automated receipt of server of reports		✓
Monthly Security Report		✓

Pre-requisites for QiCover Infrastructure

THE HARDWARE, LICENSING, BACKUP SOLUTIONS AND SECURITY POLICIES WE STIPULATE AS A BASELINE FOR SUPPORT ARE BASED ON INDUSTRY BEST PRACTICES. OUR RECOMMENDATIONS WILL OFTEN BE FOR SOLUTIONS WE USE OURSELVES!

WE WILL WORK WITH YOU TO UNDERSTAND WHICH ASPECTS OF YOUR INFRASTRUCTURE REQUIRE IMPROVEMENT OR UPDATING, BASED ON YOUR INFRASTRUCTURE SIZE, PLANS FOR GROWTH, BUSINESS ACTIVITIES AND SUPPLY CHAIN REQUIREMENTS AND AGREE A YEAR 1 PLAN TO ACHIEVE THOSE IMPROVEMENTS.

MEETING THE REQUIRED PRE-REQUISITES IS NOT INCLUDED IN YOUR ANNUAL SUPPORT FEE BUT ANY COST WILL BE QUOTED FOR IN YEAR ONE COSTS OR SEPARATELY AS REQUIRED

QiCover Infrastructure pre-requisites	Baseline Standard	Enhanced
Microsoft 365 SaaS Compliant Licensing where Qi Ltd is your CSP & support partner	✓	✓
Microsoft Windows Defender for Business	✓	✓
Unifi Firewall & Wi-Fi	✓	✓
Datto SaaS Protect (Basic)	✓	✓
Datto Business Continuation Disaster Recovery	✓	✓
Datto SaaS Defence (providing additional protection against malicious attacks – Zero Day detection)		✓
Microsoft 365 Licensing must be Business Premium or from the Enterprise range with Qi as your CSP & support partner		✓

Hardware /Software Support (3rd Party)

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.

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

- Setting up of additional users.
- If an issue is caused by the Microsoft software and not your environment, Qi will log and progress any 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.
- **SharePoint, Teams, OneDrive support -**, 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 by default, to ensure customers access the best pricing possible available from Microsoft. (Monthly SKUs with the 20% Microsoft uplift are available)

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. Please note that support for Access solutions that interface with Sage50 is reliant on the availability of a suitable Access version from Microsoft corp.

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 bespoke developments. The cost 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.

Qi Limited will provide ongoing telephone support for any additional developments, at an annual charge of 25% 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. 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 Central²

On Premise Installations

QiCover D365BC includes the Microsoft Business Ready Enhancement Plan (software and security upgrades) for customers with on premise software.

² Formerly Dynamics NAV

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

8. Subscription Software Upgrades - Microsoft Dynamics 365 Business Central SaaS, Sage Accounts 50C and Cim50

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 and bug fixes are 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.

There are two major updates per year.

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

Additional Dynamics 365 Business Central SaaS - 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 25% 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. Please contact Qi. Please note, system changes are chargeable and a quote will be provided.