

Service, Support - April 2007

About CHICS

CHICS provides a variety of computer services for Housing Co-ops and Associations. We have been working in the housing field for 20 years, and have built our reputation on high quality easy-to-use software, and excellent service. This sheet summarizes our support services, and defines our performance specification.



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Support

For the first 12 months after program installation, advice and necessary updates are free. Support and Updates thereafter are provided to CHICS users for a yearly fee.

CHICS support is designed to provide users with a value-for-money service to give maximum effectiveness to the packages. It will help you with -

Day-to-day telephone queries - Most problems will be sorted with telephone advice. You **MUST** have a phone next to the computer. The service is available 5 days a week (office hrs 10-5), and provides a same-or-next-day return call.

RING - 01297 443511 to talk with **Colin or Mark**.

Emails are welcome but aren't guaranteed immediate response (Colin or Mark @chics.co.uk).

Please note support is predominantly for one-off advice and help. It is unfair to take advantage and use support as a regular free resource for day-to-day operational questions or in place of training. In such instances we may suggest that a caller would be better to look at the training option to improve effective system use.

Backups by email or return diskettes - For more intransigent difficulties, send us your records - disk or email - and we will take you through a problem step by step. Calls on site, or extensive advice on problems not directly associated with a program fault are liable to charges at our standard 'supported' rate (currently £54 per hour).

General advice on how best to run your systems - we have practical management and system experience which can help you arrange the way your software and hardware works, to best suit your organization.

Regular updates with extra useful features - Support gives you regular updates which will contain useful features fed through from the user group, or to take account of changing Housing Corporation, Local Authority requirements.

User Group meetings -

Advanced use seminars for clients at most Group meetings.

Client discussions and feedback

CHICS Web Site - www.chics.co.uk Supported users have privileged access to the User area with advice on IT and housing issues, online help with advanced features of the CHICS system, and Upgrades for download.

Reduced cost help with -

Computer breakdown or theft - help to get your organization running again.

General software / hardware advice - independent advice on major purchases or your ideas.

Training - Intensive advanced CHICS training, or general Windows sessions.

New staff induction

Year End Accounts preparation

Customizing your system - Changes can be made to systems to suit individual associations and co-ops. We can provide estimates for these on request.

The support fee varies from £400* for small users to £1,600* for a full Integrated Deluxe Windows in a larger association, and is invoiced in advance (See prices sheet for full list). As with all our charges, support fees will be subject to review each year, normally in line with inflation. (* Inclusive vat)

We think that the support service will save your organization time and money. Most help comes free as above. Any charges incurred by CHICS supported clients are half those for 'non-supported' users.

Performance specification

We aim to ensure that your rent accounting or management systems will never be delayed by more than two weeks by difficulties directly attributable to design or construction of our packages.

Rent systems should take 30 minutes a week operating time to maintain 100 records at a reasonable turnover.