

Innovative Customer Support Solutions



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Customer Support Solutions

CPS' innovative Customer Support Solutions ensure that our customers obtain the highest level of support and return on investment once your Microsoft Enterprise Project Management (EPM), Microsoft Office SharePoint Server (MOSS), or Portfolio Server 2007 Solution has been deployed.

CPS' Customer Support Solutions are designed to supplement your existing support function by providing an escalation path for support incidents that may arise from your deployed solution.

This service is typically required when the skills and resource availability of the in-house team is limited and the organisation requires access to a dedicated support service that can react to incidents beyond their knowledge and resource availability.

Customer support is provided via our support desk which can be contacted via telephone and email, with the resolution of incidents subject to an agreed SLA based upon the terms of the support contract. All calls are answered by knowledgeable consultants, extensively trained not just in our specialist areas of Project Server, MOSS and Portfolio Server 2007, but also in customer services and best practice. Our specialist team are all Microsoft Certified IT Professionals with a broad skill base encompassing disciplines such as PRINCE2 and APM.

Optionally, the support centre can provide support through VPN access to your deployed solution, with an agreed role of System Administrator, able to access all of the required configurations and settings needed to manage and resolve the incidents that are raised.

Support provision

The support contracts levels are based on the user numbers of the system.

- User numbers (100, 250, 500, unlimited)
- Support for all of your implemented products
- Telephone and email access to the Customer Support Centre.
- Two hour initial response for all calls to the Customer Support Centre.
- A mirrored client environment hosted on CPS servers configured with an update-to-date copy of the clients EPM environment. In addition, it is desirable for CPS to have VPN (Virtual Private Network) access to the clients Microsoft EPM environments.
- Monthly FAQ email newsletter
- **Option: Remote Assistance**
- **Option: Managed Service**
- **Option: On-site Support**

Supported Products

The following indicates the scope of the support agreement in terms of products supported within the Solution.

- Microsoft Project Professional 2003/2007/2010
- Microsoft Project Server/Microsoft Project Web Access 2003/2007/2010
- Microsoft Project Web Access 2003/2007/2010
- Microsoft Project Portfolio Server 2007
- Microsoft Project Portfolio Server Web Access 2007
- Microsoft SQL Server¹ 2003 / 2005 / 2008
 - Microsoft SQL Analysis Services¹
- Microsoft Windows SharePoint Services 2.0 / 3.0 / 4.0
- Microsoft Office SharePoint Server (MOSS) 2007 / 2010
- EPMoffice
 - Highlight Report
 - Project Create
 - Cross Project Reports
 - Milestone Trend Reports
 - Visio Timeline Report
- CPS' Project Auditor

¹ Only in relation to integration with Project Server

Mirrored Client Environment

CPS' aim is to continually review and improve the response times and quality of the services provided when dealing with support issues. In order to provide the highest quality service, CPS provides the facility to host a mirror of your Microsoft EPM environment at the CPS Support Centre. The mirror environment will be identical in:

- Operating System Version
- Project Server Version
- Project Version
- SharePoint Server Version
- Microsoft 'Hotfix' for Project, Project Server or Project Web Access
- Your data, up to 30 days old (supplied by the customer)

The provision of this service aims to ensure that CPS is available to review issues and provide accurate answers using an identical environment to that currently in use.

CPS utilises dedicated hardware running Microsoft Virtual Server 2005 to provide this service, allowing CPS to simultaneously host multiple client environments.

The following services can also be provided through the use of mirrored environments running under Microsoft Hyper-V environments.²

- Creation and testing of multiple usage scenarios
- Test migrations
- Test Hot fix packages and Service Packs

The above may incur additional cost.

² Provision of these services is outside the scope of the Customer Support Solution. If you require CPS to assist you please contact your account manager who will be able to discuss your requirements and provide an appropriate response.

Option: Remote Assistance

The purpose of Remote Assistance time is to allow the provision of additional assistance with changes, fixes or minor developments to a client's Project Server, MOSS or Portfolio Server system. A request for change can be submitted to the CPS Support desk, which will then be directed to the appropriate department to make the changes. Once the work has been agreed with you and scheduled in, with the provision of remote access to your EPM environment, a CPS consultant can access your environment to make changes or recommendations.

Remote Assistance allows the client to purchase time for these changes up front, therefore avoiding any delays with the provision of purchase orders when it comes to scheduling in the work.

Remote Assistance time can be used for any of CPS's Services to enhance and develop your EPM or MOSS environment to your requirements.

Remote Assistance time is purchased in days, with a minimum of 0.5 day being used at a time.

Option: Managed Service

Many organisations are finding that by outsourcing the support of their business-critical yet niche IT systems and applications, they can benefit from an improved level of service, better response times and greater value for money than if they maintain expertise in house.

By opting for a 'Managed Service' solution, CPS can provide any level of EPM related administrative cover for you.

We can act as the administrator for your system, providing a full managed service solution, or create a bespoke service tailored to suit your requirements.

Managed Service is provided for all areas of your EPM or MOSS implementation

PWA admin:

Enterprise global admin
Permission model maintenance
Adding users
View creation in PWA and Project Professional
Template creation in Project Professional
Custom field creation
Admin back ups
Cube checking
Queue maintenance
Other tasks can be added to fit with your requirements

MOSS admin:

People and Group management
Page and sub-site creation
List, library and view creation
Wiki and Blog creation
KPI creation
Adding standard web parts
Content Management (site columns, content types, workflow and publishing)
Other tasks can be added to fit with your requirements

System checks and upgrades:

A number of regular maintenance activities will be carried out by the support team

- Disk space
- Event logs
- ULS log checks
- Cube build monitoring
- Queue service stability
- Crawl logs
- Custom SQL job maintenance

Hot fixes will be applied in response to issues raised

Service packs will be applied in response to issues raised

Managed Service can be added on to your CPS Support Solution for the added benefit of end user support for any issues that occur with the system.

Support Events

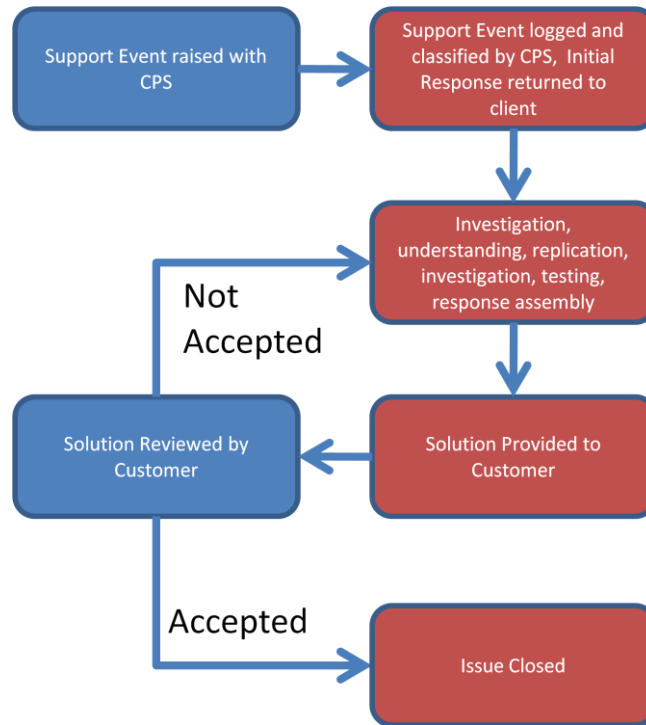
The following table provides examples of valid support events for the Solution:

Item	Summary	Response
Product Issue	Error or suspected fault in functionality in the deployed solution	Explanation of the issue, advice on the issue, and advice/steps for resolution.
Product Query	Questions regarding product functionality.	Support will work on a reasonable endeavours basis with regards to providing advice on product queries, and may recommend further consulting advice or training should the require in depth discussion or wider understanding of business or technical issues.
Operating System or Application Platform Error	An issue which involves the configuration, installation, administration or operation of the environment into which a CPS Solution has been deployed.	Where possible, CPS will assist in identifying the issue.

Support is provided for 'reasonable use' as defined in the Support Contract.

Support Process

The CPS Customer Support Centre can be contacted via telephone or email- we will then proceed to create a ticket in our support issue tracking system, and a reference number will be provided to you, to confirm receipt of the issue. The initial response will be sent by the Customer Support Centre within the agreed response time.



The Support Process

Once a solution has been provided, the Customer Support Centre will proceed to close the ticket after 2 weeks, if no further action is required by the client.