

MINDER FAQs

Is Henley responsible for the resolution of all tickets that are logged or does the team rely on COINS technicians?

With the Minder service all tickets are logged with HISL via the on-line Fresh Service portal. However, if a resolution cannot be found or we feel there is an issue with the application we will escalate problems to the appropriate COINS support/specialist. We will monitor the progress of anything escalated to COINS on your behalf and continue to keep you updated on the progress of the ticket via our on-line portal.

Can end users call the Minder service directly?

We encourage user to use the on-line portal as the first port of call to allow all information to be collated. However, we do have a support phone number to allow you to speak to someone particularly if it is urgent. We will try to help as much as we can during the call, however we generally prefer for the ticket to be logged to allow the team time to respond to the query rather than being caught 'on the hop'. This also provides the user with an audit trail of the response and screenshots where appropriate should the problem/query arise again.

Are SLAs in place?

We do not have formal SLAs. We operate on a first in first out basis and target to provide a response to all tickets in the working day. We cannot predict the time to resolve a ticket until we review it in detail. Tickets vary in complexity from being very easy to those that require in depth investigation and possible consultancy or COINS application support.

We request that business critical problems are telephoned through as well as reported on our support portal, we can re-prioritise such tickets. Examples of these are where your payroll is not working or you cannot pay suppliers, or issues with HMRC. We do not categorise for example user access issues to a report as critical, albeit important to that user. We will liaise with you to determine who our resources should talk with to help resolve the issue if it is not clear.

We always do our best endeavours to ensure that tickets are answered as quickly as possible, it is important to our customers that tickets are answered during a certain timeframe and important to our reputation.

Who is the Minder contract with?

The contract is via COINS. We provide the service as a COINS partner.

Where does support stop and formal training start? Do you provide onsite training?

If it is something we can answer within an hour, it falls under the Minder. We do rely to an extent on the consultant's judgement, e.g. if it evident that the user is unfamiliar with using COINS and the query cannot be answered within a reasonable amount of time we will recommend that this is moved from the Minder service into a consultancy request. Our monthly report categorises tickets that have been raised enabling you to identify to focus on where knowledge gaps exist.

We do normally provide onsite training, but due to current Covid restrictions this is done via short on-line sessions. If a customer has a Surestart configuration it is straightforward to set an agenda, if however a customer has bespoke configuration, we will need some discovery time to become familiar with the set-up of their COINS system prior to the training session.

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Is it possible to request short on-line training sessions rather than having to procure a whole day?

Yes, we find 1-hour sessions are very effective where we have specific requests for assistance that we feel fall outside the support agreement.

Do HISL have admin access to environments without COINS intervention?

We prefer that we are set up as named users, however as a COINS partner, we do have access to sysadmin passwords through a secure solution that COINS operate. However, this is changing from 11.12 onwards, to give you more control and an audit trail of who accesses your system. If we need to have specific access that would perhaps requires a developer's licence, we will liaise with the customer and COINS.

Although the service relates to COINS does the service extend to third party platforms if the issues arise?

The HISL Minder support is limited to data that is held within the COINS database. If you are using a third-party product then the support of the database and application would sit with that provider. Our support starts at the point the data 'lands' in the COINS database. We will provide support where HISL provide the development of any webservice link.

How does regression testing work?

We first look at your module licence so that we can understand what you are using in COINS. We also liaise with the customer to ensure the key processes and any customer specific tests are executed. The regression testing follows a process lifecycle from user logon to order placement, payment, vat to running a trial balance. We run all of the tests as a root user to show that COINS is still working as anticipated and the issue is not due to changes in user access. We then suggest that certain key users within your company execute some point tests using their own user log in to ensure there are no access issues caused by the upgrade.

Do HISL have process flow charts?

HISL have created 'swim lanes' for many of the processes that show the flow of data within and between modules. If there is a specific module or process that you are interested in improving, please let us know.

What support is available in the event of a database version upgrade?

Once regression testing has started, we allow for several weeks of testing in a non-live environment before the live upgrade. We will be supporting you through the process and liaising with COINS, to ensure all batches are posted in your Live environment and that your users are aware there will be a downtime for the live upgrade. We are also on call should there be any problems following the live upgrade to resolve these in a short time to allow you to be up and running and avail of new functionalities provided with new versions.

Does testing cover service packs or just version upgrades?

HISL do not usually test the service packs. If this is required, there would be a commercial consideration. We recommend that the service packs go into a non-live environment first to be tested before being applied to Live. If any issues arise from service packs these are covered under the Minder Service agreement. However, issues generally do not arise, if anything they often help resolve issues particularly post upgrade. It is therefore recommended that you try to stay as up to

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date as possible, i.e. within 3 months, to minimise issues following an upgrade and help with query resolution speed.

How does the Minder Service differ from COINS support?

COINS support is focused on fixing application bugs. All other queries (e.g. training, process questions) are sent on to the AM who will request business consultancy to support clients' request via CSRs. This can take time and hold-ups in getting resource.

How is the Minder Service costed?

Our calculation is broken down into 3 main headings:

- ❖ User admin (based on no of named users / expected resolution time for user admin)
- ❖ Problem solving (based on no of named users / expected resolution time for problem solving)
- ❖ Regression Testing – based on breadth of user (Modules) in COINS

Resolution is affected by depth of security, ease of access to your system and the type of configuration you have (e.g. Surestart is less)