



PROMARK WORKFORCE MANAGEMENT

Customer Care



CUSTOMER CARE – PROMARK SUPPORT AND MAINTENANCE

Customer Care is your daily contact centre handling enquiries from our customer portal, on the phone or via email and supporting our customers professionally in case of challenges in the operation of ProMark.



Customer Care

DAILY CONTACT CENTRE

CUSTOMER CARE IS YOUR DAILY CONTACT CENTRE

Customer Care is your daily contact centre handling enquiries from our customer portal, on the phone or via email and supporting our customers professionally in case of challenges in the set-up and operation of ProMark.

Services from Customer Care are rendered according to stipulations in the maintenance terms of your ProMark agreement.

MAINTENANCE AGREEMENT

Your ProMark maintenance agreement gives you access to Customer Care where your enquiries are registered and categorised and problems identified. Solutions are offered either by guidance in the use or change to the set-up in ProMark or in some cases through new versions containing the solution to the problem.

NEW VERSIONS

ProMark maintenance includes the development of new software versions and possibly hot fixes for correction of critical errors before this is included in an official new software version.

REMOTE SUPPORT

We offer remote support enabling us to access your system and rapidly solve problems with you monitoring the actions.

CONSULTING SERVICES

CONSULTING SERVICES

Please note that training, upgrades and any other kind of consultancy is performed by our Application or Technical Consultants by appointment and is invoiced separately. Your maintenance agreement gives you a favourable rate on the services which can be carried out either as remote support to keep your time and costs at a minimum or as on-site service.

WHAT IS A SUPPORTED VERSION?

SUPPORTED VERSIONS

You may be required to upgrade your system to a supported version of ProMark to enable us to solve your problem. Supported versions are all versions of ProMark released over the last 24 months. Our customer portal always states which version is the oldest supported version.

INSIDE NORMAL WORKING HOURS

ASSISTANCE INSIDE OR OUTSIDE NORMAL WORKING HOURS

As a general rule, Customer Care provides hotline assistance during working hours on all weekdays. Specific opening hours can be found on our website as well as our customer portal.

OUTSIDE WORKING HOURS

We are of course within reach even outside office hours – evenings, weekends and bank holidays. Here Customer Care can be reached by telephone and the service will be invoiced at a special rate.

Customer Care

SERVICE LEVELS

We always prioritise quick problem identification and resolution.

PROBLEM CATEGORISATION

In consultation with the customer, Customer Care categorises the reported incident as severity 1, 2 or 3 which is handled according to these service levels:

SERVICE LEVEL AGREEMENT

Initiation of problem identification:

Severity 1: Critical issue (that could lead to an A error)	Severity 2: Functional issue (that could lead to a B error)	Severity 3: Trivial issue (that could lead to a C error)
Within 4 working hours	< 12 working hours	< 5 working days

Correction of error in software:

A error	B error	C error
Within working hours immediately after the error has been identified and until the error has been corrected and a hot fix delivered	In the next release within 1 to 2 months	Will be corrected in a future release

SHORTER RESPONSE TIMES

EXTENDED SLA

If required, we can offer an extended service level agreement with reduced response times for problem identification in ProMark during the customer’s payroll preparation period.

This extended service offers a solution within an agreed number of working hours on payroll preparation days and will be charged with an additional fee.

HARDWARE

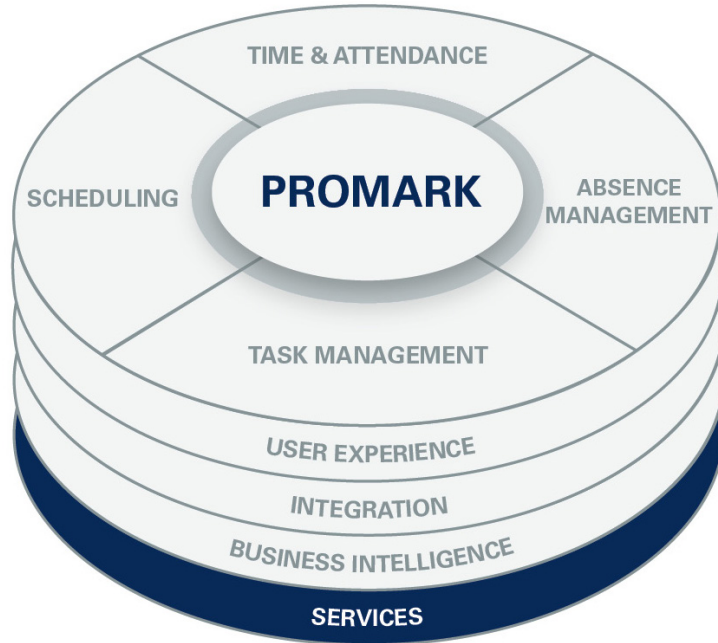
HARDWARE SERVICE

All ProMark-related hardware is delivered with 12 months’ warranty. After the warranty period, repairs are made at current rates.

Please refer to our product sheet on HardwareService for information on further options.

PROMARK WORKFORCE MANAGEMENT

Customer Care and your maintenance agreement are services helping you reap the benefits of your investment in ProMark Workforce Management. With ProMark we help to manage companies' largest and most valuable and strategic resource – the workforce. Contact us at +44 808 23 44 786 for more information about all opportunities or have a look at www.mark-info.co.uk.



TIME AND ATTENDANCE

Registration of working hours and deviation reasons validated against collective and local agreements creates the correct payroll basis



ABSENCE MANAGEMENT

Advanced handling of accrual, use and transfer of holiday. Sickness management with distribution on the right accounts and workflows for follow-up and overview



TASK MANAGEMENT

Registration of employee activities (job, project and process) refines ERP data for follow-up on resources and productivity



SCHEDULING

Planning and scheduling for effective use of company resources – even in case of deviations



USER EXPERIENCE

Smartphones, portal and terminals for registration, overview and approvals



INTEGRATION

Standard integration to payroll/HR/ERP ensures exchange of important data



BUSINESS INTELLIGENCE

Reports and analysis of data for measuring absence, productivity and savings



SERVICES

Hotline, private cloud, application management, superuser service and hardware service that ease the daily operation of ProMark

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MARK INFORMATION

Mark Information is an innovative software company offering Workforce Management solutions from offices in Denmark, Sweden, Norway, United Kingdom and Romania. Mark Information's Workforce Management solution ProMark enables customers to optimise productivity and generate savings through scheduling the right resources, at the right time, for the right job and ensures that resources are remunerated correctly in the most effective way. Mark Information services global corporations and has more than 1000 installations and 300,000 users. Read more at www.mark-info.co.uk.

