

Support Services

Technical Support in general has undergone a significant change over recent years, often moving from the “back office” to the “shop window” in many organisations. Support teams can no longer provide a purely reactionary service or have under resourced teams supplying the basic information. Post implementation the help desk is often the key point of contact for clients, who each have their own requirements and preferences.

To accommodate the varying needs of a diverse client base, LexisNexis Visualfiles Support Services now consists of three key areas.

- Remote technical support
- Online support and self help
- Additional support services and business continuity solutions

Each area is constantly evolving as new ideas and initiatives are implemented; often from feedback provided by clients.

Remote technical support

Within the Support team at LexisNexis Visualfiles there are more than 20 staff dedicated to providing remote technical support. This method is the traditional method and is still the most popular way of obtaining help and information. Typically calls are logged via a call to the helpdesk on 0113 2262020 or by e-mailing support@visualfiles.com.

Once a support request has been made a call is generated within the support system, and a summary of the call and call reference will be e-mailed to the call logger. Each support call will have a priority which defines the target fix time in accordance with the SLA, an example of the typical SLA is shown below.

Priority Level	Target Fix Time	1st Response	Team leader	Support Manager
1	5 hours	< 1 hour	> 2 hours	> 5 hours
2	9 hours	< 1 hour	> 4 hours	> 9 hours
3	<2 days	< 1 hour	> 1 days	> 3 days

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4	<5 days	< 1 hour	> 2 days	> 7 days
5	<4 days	< 1 hour	> 2 days	> 5 days
9	<N/A	< 1 hour	N/A	>N/A

Hours are defined as working hours only i.e. between 8.30am and 6.00pm Monday to Friday excluding Bank Holidays. Days are defined as working days only i.e. Monday to Friday excluding Bank Holidays.

Call Classification

Every incoming call has an agreed priority allocated. The priority is agreed with the client at point of logging. However this may change during the life of the call. The following table lists the guidelines used to allocate a call priority.

Priority	Description	Criteria
PR1	Inoperable	The system is completely unusable at the case type / departmental level.
PR2	Severe	Single User inoperable or functionality severely restricted at the Case Type/Department level. No work around available.
PR3	Major	Severe restriction of functionality at the Case Type/Departmental level with user work around available, or at Single User Level with no work around available.
PR4	Standard	All other faults.
PR5	Help Desk	All requests for advice and assistance regarding LexisNexis Visualfiles products.
PR9	Enhancements	Any requests for software enhancements not related to specific fault. Call closed when response from development is communicated to the originator.

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The call will then be managed by an analyst until resolution with updates made to the client at key stages of the lifecycle of the call. The current status of any outstanding call can be requested via e-mail or online.

Online Support and Self Help

The area which has seen most change and increase in demand over recent months is the range of information and services available online. The client area of the LexisNexis Visualfiles website, (Vision, LexisNexis Visualfiles information online) currently offers four key areas.

- Online call logging
- Remote access connectivity
- LexisNexis Visualfiles knowledgebase
- News and departmental information

Online call logging

Every client can log and track calls online. The service is available 24*7 and updates can be made to and taken from existing calls. At the point of logging, a call reference is given and the client will be asked to enter key information regarding the support request, along with the priority of the call. This call is then picked up by one of the support analysts who will work on the call from that point forward.

Remote access connectivity

The LexisNexis Visualfiles Support team is now able to utilise SupportDesk software, developed using Network Streaming© technology, for remote access. SupportDesk is an empowered screen sharing solution that gives a support representative remote access to any pc within an organisation.

SupportDesk encompasses powerful tools such as the ability to restart PC's, file transfer, chat and launch task manager amongst others. A remote session is started by visiting the support website, or clicking on a link sent via e-mail. This then installs a small client onto the PC, allowing an invitation to be issued to the support representative to connect to the PC. Once the remote session is completed, the client is automatically removed.

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The NetworkStreaming© product uses an extremely high level of security within a managed environment. In addition to the heavy data compression inherent in all NetworkStreaming© traffic, all traffic passing through the Gateway is 168 bit SSL (Secure Socket Layer) encrypted along the entire data stream. The SupportDesk client also utilises 128bit SSL.

LexisNexis Visualfiles Knowledgebase

Recently redeveloped, the LexisNexis Visualfiles knowledgebase contains over 1,000 articles, tips, white papers, current version news and more. It utilises a state of the art knowledge management suite to enable articles to be managed quickly and efficiently. It combines a powerful search engine which allows quick retrieval of information, assisting users to find solutions to their issues quickly and efficiently. Feedback regarding the quality and usefulness of the articles can be given from within the knowledgebase, with the ability to download or e-mail relevant articles.

News and departmental information

This section of the website contains all useful information regarding the Support team, including key contacts within the team, SLA information, access to the SEG, New release e-mail group, and information about the extra support services the team can provide.

Additional Support Services and Business Continuity

Additional to the standard level of support, the team offers a number of additional services which clients have requested and many currently now use.

- **Extended Support hours 7am - 7pm:** This add on to the Standard Support Service provides access to the LexisNexis Visualfiles Support team from 7am - 7pm, allowing routine maintenance such as upgrades and database administration to be carried out 'out of hours'. In addition, unlimited access to a TRM (Technical Relationship Manager) provides a dedicated contact on hand whenever needed.

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- **Business Continuity:** A number of tailored solutions to keep key data protected and critical systems available following a system crash. LexisNexis Visualfiles support can offer real time database replication to a standby server either within clients' premises or off site if required.

- **Ad hoc services**
 - Health Checking – ensuring systems are running efficiently and being backed up!
 - Technical Consultancy – carrying out any work that is needed on LexisNexis Visualfiles systems
 - Weekend and out of hours support
 - Technical Training – offering detailed training courses for IT teams on the skills needed to administer and manage Progress and the Visualfiles databases.

What's in the Pipeline?

The team is constantly evolving and always welcomes feedback and ideas from its client base on how to constantly improve service offerings. Currently, there are a number of improvements to the existing services in the pipeline, including:

- Making the Website multi browser compliant, as at present it supports IE6 only
- Implementing call closure e-mails
- On-going population and increased functionality of the knowledgebase
- Improving the stability of the online call logging page
- Auto generation of online user accounts
- The ability to add screenshots and attachments to support calls logged online

There will be more to come and LexisNexis Visualfiles looks forward to any other ideas and suggestions.

