

Standard Support Policy

Services



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Disclaimer

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OneAdvanced Group Limited is a company registered in England and Wales with registration number 05965280 whose registered office is at The Mailbox Level 3, 101 Wharfside Street, Birmingham, B1 1RF.

A full list of its trading subsidiaries is available at www.oneadvanced.com/privacy-policy/

1. Purpose

This Support Policy covers the support for non-IQ Packages, products or services. For IQ Packages please refer to the [IQ Support Policy](#).

This Support Policy is here to guide you through getting the most value from OneAdvanced Customer Support. It outlines how you can make the best use of your available support options to maximise benefits for you and your organisation. Unless otherwise stated, support in the context of this document refers to application support.

We regularly review our support operation and may update the terms and conditions to ensure best-in-class service. Where material changes are made, Customers will be notified through the Customer Service Centre or email. Please note that information referenced in this policy can be subject to contractual variations.

2. Support Principles

OneAdvanced Customer Services Support is committed to delivering an exceptional service and partnering with our Customers to ensure the successful deployment and use of Services. OneAdvanced continually review our practices to improve internal operations and deliver a Service that meets your diverse business needs.

Our Service Support teams are staffed with experienced support professionals who are knowledgeable about the wide range of OneAdvanced Software, Services and related technologies.

For details around how to get in touch with our Services Support teams please refer to Section 5 (Service Centre). OneAdvanced Services Support offer:

- General queries and advice
- Case submission, management and reporting
- Knowledge Base and/or FAQs
- Software and/or Service feedback mechanism
- Software maintenance and legislative updates
- Some 1st line support for Third Party Services supplied and/or shipped as part of the OneAdvanced solution.

The Service Support management team monitor open cases and make available appropriate resources to facilitate the resolution of Service Support cases. This process provides a formal mechanism to deal with more complex issues and ensures that the OneAdvanced high standards of Customer service are maintained.

As part of our continuous improvement plan, we are always keen to understand how you feel about the service received when interacting with OneAdvanced.

Every time we close a case; an online questionnaire will be sent asking for feedback on the service you've received from the OneAdvanced Service Support teams. This is used to monitor and evaluate the Service we deliver and to ensure we improve your experience with OneAdvanced.

3. OneAdvanced Service Support

OneAdvanced understand and recognise the mission critical nature our Software and Services play in Customer's organisations. We are dedicated to transforming the Service delivery experience you receive from us that prioritises your long-term success, at every stage of your journey with us.

3.1 Target Response Times

Our standard SLA can vary depending on product set and date of contract. Please check your contract for your agreed SLA targets.

Priority	Target Response Time (minutes)
1	60
2	240
3	480
4	N/A

3.2 Third Line Defect Resolution

Please note that our standard Third Line Defect Resolution Policy can vary depending on product set and date of contract.

Priority	Business Impact	
1	All or significant functionality unavailable, causing a significant operational impact or system unusable.	Priority 1 Defects within the latest release will be hot fixed
2	Significant functionality unavailable, but interim workaround is available and acceptable based on reasonable business criteria	Priority 2 defects will be resolved in the next major product release
3	Certain aspects of functionality not operating correctly, or minor operational impact, inconvenient	Priority 3 defects will either be 1) Resolved in the next major release 2) Planned against a future release

		3) Closed if deemed uneconomically viable
4	Minor defect or cosmetic discrepancy	Priority 4 defects will either be: 1) Planned against a future release 2) Closed if deemed uneconomically viable

4. Out-of-Scope Service Support

"**Out-of-Scope Services**" means:

a) any services requested by the Customer for Software which the Customer has not paid for Service Support;

(b) any services requested by Customer in connection with any apparent Error that OneAdvanced determines in its reasonable discretion to have been caused by a Customer Cause;

(c) any other services that Customer and OneAdvanced may from time to time agree in writing are not included in Service Support; or

(d) The following are deemed out of scope for Service Support

- Custom feature development or bespoke workflows
- Modifying core Software behaviour for a single Customer
- Writing custom scripts, plugins, or extensions
- Prioritizing roadmap items on demand
- Compliance or regulatory advice (e.g., GDPR legal interpretation)
- Data migration (beyond basic guidance)
- Debugging third-party software or APIs
- Issues caused by external tools, browsers, or infrastructure
- Custom integrations built by the Customer or a partner
- Vendor-to-vendor coordination on the Customer's behalf
- 24/7 support without the appropriate Support Plan
- Immediate responses outside service level commitments
- Escalations that bypass defined processes
-

Support under this Standard Support Policy is subject to the terms of the Agreement and Lifecycle Policy. The following are deemed out of scope for Services Support:

4.1 Infrastructure

Service Support does not manage Customer-owned systems.

This includes:

- Network, firewall, or VPN configuration
- Server, database, or hosting issues outside the SaaS platform
- Identity provider configuration errors (unless explicitly supported)
- Device or OS-level troubleshooting

4.2 Data & Content Responsibility

Service Support is not responsible for Customer data quality. The following is out of scope for Service Support:

- Cleaning, correcting, or restructuring Customer data
- Recovering data deleted by the Customer (outside documented recovery options)
- Validating the accuracy or legality of uploaded content

4.3 Training

Service Support is not a training department. The following is out of scope for Service Support:

- Custom training sessions or workshops
- Creating tailored documentation
- Ongoing coaching of teams or individuals
- End-user training for large groups

4.4 Misuse, Abuse, or Unsupported Use Cases

Service Support covers intended usage only. The following is out of scope for Service Support:

- Use that violates the Agreement or the Acceptable Use Policy
- Unsupported configurations or deprecated features
- Load testing, penetration testing, or stress testing without OneAdvanced written approval

5. Service Centre

The Service Centre is one of the interfaces between Customers and the OneAdvanced Service Support teams.

It is available 24 hours a day, seven days a week, 365 days a year, and provides a quick and easy way to receive Service Support from OneAdvanced. The Customer can review knowledge articles to inform and support you in your work, access key information including our System Status page which provides key updates on your Software and Services such as system health and planned outages, including an option to subscribe to alerts for the Service. The Customer can also log Service Support cases to receive assistance with queries.

OneAdvanced reserves the right to suspend Service Support at short notice to perform essential maintenance. Whilst OneAdvanced will always endeavour to provide advance notice wherever possible, there may be instances where immediate action is required to maintain Service stability and security.

To login or register for the Service Support via our Customer Portal please use the following link: <https://services.oneadvanced.com/hub> to register for the Customer Portal, you will be asked for a "Registration Code".

Each account will have a primary user associated with the company, who will be able to approve new Customer Portal users. This is to give you full control over your data and empower you to keep it secure.

Your primary End User can provide the registration code, which then you can then use on the registration screen.

Once submitted, your primary End User will need to approve your access.

6. Knowledge Base

The OneAdvanced extensive knowledge base is your centralised point of Software information: from how to guides to FAQ's, these articles cover key information, commonly asked queries and features related to the OneAdvanced Software and is continually growing to serve the Customer as quickly as possible.

The Customer can use the Customer Portal to instantly access newest Updates and Upgrades, with all related release notes. You don't need to log a case; this is all up-to-date and available for you to access.

7. Case Creation and Management

The Service centre is the quickest method to create new cases, as well as being the only place to see and manage all of your existing cases.

Once logged in, you can create a technical Case which will be directed to your Service Support team for attention. Priority is dependent on Service business impact.

You will be asked to select the most appropriate options related to your issue and the priority will be assigned from these as set out below.

Please only select the highest severity options for live production environments:

Priority Matrix		Impact		
		Severe - Entire Service or major functionality is unavailable, affecting all End Users and no workaround exists	Moderate - Key Service functionality is impaired, affecting multiple End Users or has a minor impact on business process. A workaround is available.	Minor – Issue affects a small number of End Users or does not significantly impact business process. Deemed to be non-critical functionality.
Business Impact	Yes – If not addressed, my organisation could have its revenue or reputation negatively impacted	Priority 1	Priority 2	Priority 3
	No – If not addressed, Customer organisation will not have its revenue or reputation negatively impacted	Priority 3	Priority 4	Priority 4

OneAdvanced will make the final determination of the case priority, using the standard priority definitions and matrix set out in this Policy. Customer provided information will be considered, but OneAdvanced may adjust the priority to ensure it accurately reflects the business impact and aligns with contractual service levels.

8. Additional Self-Help Resources

Beyond the resources available on the Customer Portal, a lot of OneAdvanced Software has inbuilt help files which replace the traditional “User Manuals”. Some have search functionalities to help assist you with your queries, which can facilitate a quick turnaround by providing detailed information on a specific area of the Software.

Training notes are another resource which we advise you to utilise. During End User training we encourage you to make notes which can form part of your personal knowledge base and should be viewed as a source of information, which may be used to resolve a case.

To ensure your teams remain current and confident in using our Services, we recommend leveraging these training materials as part of your ongoing knowledge-sharing practices. Encourage team members to review the resources regularly and incorporate them into team meetings or refresher sessions. By doing so, you create a culture of continuous learning, enabling your teams to stay aligned with best practices and quickly adapt to any updates or new features.

9. Before you contact us

There are several steps you can take to help our support teams resolve your issue as soon as possible.

Where possible, please try recreating the issue and determine any contributing factors so you will be able to let our support professionals know the business scenario and impact.

In most cases, our teams will need to recreate the issue themselves before they are able to resolve it, and providing these steps will assist in reaching a swift resolution to the case.

Before raising a Service Support request with OneAdvanced, you must first consult your local IT infrastructure support team or designated Super User. These individuals are your primary point of contact for troubleshooting and guidance. Where Super Users or Customer third-party organisations managing the Customer's systems exist, OneAdvanced has already provided focused training to these key personnel prior to go live, ensuring they are equipped to assist you effectively.

Please ensure any issues are triaged by these internal resources prior to contacting OneAdvanced.

To help speed up the resolution process, please ensure your contact information is up to date and have the following information available (where applicable) to help expedite the process of reaching a resolution:

- Your organisation name together with your name and contact details
- Software/Service, version and module where the issue is occurring
- The area/screen where the issue is occurring
- Details of the error or issue you are experiencing
- The case priority reflective of the issue or query
- The case reference number (if contacting regarding an existing case)
- Whether the issue is reproducible, with corresponding steps to recreate and logs for on premise solutions
- The number of End Users affected
- Whether there have been any changes to the environment recently.

Ensure local infrastructure meets minimum requirements.

9.1 Remote Access

OneAdvanced may require remote access to your system via ScreenConnect for the purpose of resolution of cases that need to be further investigated. Failure to allow remote access may result in considerable delays in resolving cases. Reasonable endeavours to reach a resolution will continue to be provided by telephone and the Customer Portal. Alternatively, Service Support team may request a copy of your data for further testing.

For the avoidance of doubt, OneAdvanced will not make any configuration changes, data amendments, system alterations, or other modifications to the Customer's environment during any remote access session or while reviewing any data provided by the Customer. Any changes required to resolve a case shall be carried out solely by the Customer or OneAdvanced with the Customer's permission, who retains full responsibility for their implementation, testing, and any resulting impact. OneAdvanced shall have no liability for any loss, damage, or system issues arising from such Customer driven changes or from any failure by the Customer to implement recommended actions.

9.2 Data Requests

There may be instances where your data is required in order to carry out testing and to ensure minimal disruption to your operations. In these instances, you should ensure data is anonymised before it is supplied to Service Support teams. If it is not possible to anonymise the data, OneAdvanced Service Support teams may need a copy of the data which includes Personal Identifiable Data in order to resolve the case.

On request, we can write scripts to anonymise data on a chargeable basis. Any Customer data supplied to OneAdvanced will be held on a secure server in the UK but for the purposes of resolution, controlled remote access may be given to OneAdvanced Development teams based outside of the EEA in India. At no time will the data be copied to an asset in India for the purpose of incident resolution. Once a case is resolved any PID will be deleted from OneAdvanced servers in the UK. Where Customers choose not to provide a system copy, it is unlikely that OneAdvanced Service Support will be able to resolve the case with the Service Support set out in this Policy.

Where applicable, a quotation for on-site services will be provided as an alternative, and the case closed.



Powering the world of work

Our business software and IT services are the trusted choice for critical sectors, including healthcare, legal services, and education. We keep the world of work moving.

Speak to our expert consultants for personalised advice & recommendations, & get support on the products you are interested in.

Contact us

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