

# ***Ticketor***

## ***standard service level***

### **Phone Support**

Arthur D Riley & Co Ltd (ADR) will provide telephone assistance to the client in the use, configuration, incident analysis, hardware replacement, and installation of software and routine maintenance of the equipment specified in the schedules. Phone support will be during the hours set out in the specified service level selected. The client will collect any computer files, logs, or records requested by ADR engineers in performance of phone support or error correction and transmit the collected files, logs, or records to ADR engineers in a mutually agreed format.

### **Hardware Repair and Return**

If an error is identified and is determined by ADR to be in the hardware of the system, ADR will either attempt to repair the hardware or replace the hardware using a spare if provided under the service level agreed, or send faulty hardware to manufacturer for repair. On receipt of repaired hardware, ADR will reinstall back to original condition.

### **Remote Diagnostics**

Where applicable, ADR may have the ability to remote connect to a system via a third party service to remotely diagnose a fault.



### **Error Correction**

ADR shall be responsible for using all reasonable diligence in correcting verifiable and reproducible errors reported to ADR in accordance with ADR's standard error reporting procedures. ADR shall upon verifying such an error is present, initiate works within the time frames specified in the service levels schedule. Following completion of the error correction, ADR may provide the error correction through a "temporary fix" consisting of sufficient programming or operating instructions or hardware to implement the error correction.

### **On-site Diagnostics and Troubleshooting**

In the event that phone support or remote diagnostics cannot resolve a service-affecting problem, ADR will send an engineer to the client's location or on-site diagnostics and troubleshooting within the time frames allocated in the service levels schedule.

### **Parts and Labour Coverage**

Where the allocated service level includes Parts and Labour coverage, ADR will be responsible for all repair parts and labour costs associated with the faulty equipment.



## Standard Service Level

- Phone Support 24 x 7 immediate response
- Hardware Repair & Return
- Error Corrections
- Labour Coverage
- On-site diagnostics & troubleshooting  
08.30 - 17.00 Monday to Friday (excluding National public holidays)  
Max 24 hour engineer response time 98% of calls
- Incident reports
- Problems resolved by 1 business week or as agreed
- Prerequisites
- Holding of Critical Spares as recommended by ADR
- Holding of consumables as recommended by ADR
- Single point of contact
- Spare and consumables storage area
- Holding of software and operational and maintenance manuals



## Incident Management

### Scope:

To provide a detailed Incident Log for contracted Maintenance clients. This incident management system gives ADR access to the necessary data to, provide speedy resolution to faults, track actions taken to resolve these faults, log all incurred costs, record all maintenance tasks, and generate comprehensive reports and recommendations.

## Asset Management, Tracking & Register

### Scope:

The asset component provides a single platform to register, track and manage all related assets. Not only are the general asset data stored, but also all data relating to service history, service costs, third party providers, serial numbers and dates that equipment is unavailable due to service, are stored within each individual asset. Access to this data allows ADR to service all maintenance schedules, track faults reoccurrences and service trends, and generate comprehensive reports and recommendations.



## Prerequisites

- Holding of Spares  
Under each Service level there is a requirement for holding of equipment spares. These spares would be recommended by ADR to maintain the service level allocated in the service level schedules.
- Single Point of Contact  
The client is responsible for assigning a staff member for the point of contact between ADR engineers for TicketOr related communications.
- Warranties  
All equipment supplied will have Manufacturers Warranties covering all parts and labour. All serial numbers will be logged at ADR with the warranty period starting at the point of installation.



fieldsmart technology



ADRhandheld

[www.adriley.co.nz](http://www.adriley.co.nz)

**AUCKLAND**  
8 BEATRICE TINSLEY CRES, ALBANY  
PO BOX 40-258, GLENFIELD  
NORTH SHORE CITY 0747  
T: (09) 444 2350 F: (09) 444 3085

**WELLINGTON HEAD OFFICE**  
137 THORNDON QUAY, WELLINGTON  
PO BOX 3749, WELLINGTON 6140  
T: (04) 472 7614 F: (04) 472 7658

**CHRISTCHURCH**  
UNIT 4, 89 VICKERYS ROAD, WIGRAM  
PO BOX 11 033, SOCKBURN  
CHRISTCHURCH 8042  
T: (03) 379 2628 F: (03) 379 2627