



	Enterprise POA% Support Fee Billed Annually	Enhanced 10% Support Fee Billed Annually Most Popular	Standard 6% Support Fee Billed Annually
Telephone & Remote Support	Unlimited Custom Support Time	Unlimited 9 until 530	Unlimited 9 until 530
Annual Contract Review	Yes	Yes	Yes
Product Training Courses	FREE	FREE	£125 per attendee
Strategic Account Manager	Yes	Yes	Yes
Support Liaison Contact	Yes	No	No
Service Level Agreement Resolution Times	System Down: 4 hours. Critical: 8 hours. Impairment: 3 days. Query: 10 days		
When necessary during the investigation of a call we will perform a data investigation to assist with call completion. These are general data investigations and do not include full reconciliations.	✓ Initial Data Investigations	✓ Initial Data Investigations	✓ Initial Data Investigations
Assistance with third party software which was supplied and is supported by Azzure. We will help you to resolve a problem either by liaising with the third party ourselves or helping you to contact the right people.	✓ Third Party Link Problems	✓ Third Party Link Problems	✓ Third Party Link Problems
Includes assistance with taking a copy of your working company's data when required to retain historical data for reference purposes for example at year end, for training or testing purposes.	✓ Copy Company	✓ Copy Company	✗ Copy Company
Includes setting up any new users on the system but please note that these new users must be trained on the software before using our helpdesk for assistance. This excludes setup and configuration of permissions also.	✓ Creation & Config of New Users	✓ Creation & Config of New Users	✗ Creation & Config of New Users
Assistance with a report previously written and supported by Azzure will be available.	✓ Assistance with Standard Reports Amendments	✓ Assistance with Standard Reports Amendments	✗ Assistance with Standard Reports Amendments
Includes minor document designs such as changes of dates/references/VAT numbers etc., up to 2 hours' work. It does not cover major changes or changes to pages, layouts or setup of designs for a new company.	✓ Minor Document Design Changes	✓ Minor Document Design Changes	✗ Minor Document Design Changes
When necessary and wherever possible if a small data fix is required we will carry the work out remotely at a mutually agreed time during office hours (up to 2 hours).	✓ Remote Data Fixes	✓ Remote Data Fixes	✗ Remote Data Fixes
Includes telephone assistance and advice on the supported application at your year end.	✓ Year End Assistance (Advice)	✓ Year End Assistance (Advice)	✗ Year End Assistance (Advice)
Where SQL support has been purchased, includes assistance with producing queries to help with data interpretation.	✓ SQL Help	✗ SQL Help	✗ SQL Help