



Support Desk Process

How to reach us

Our customers have access to our Support portal, for ease of tracking and logging of requests to point of resolution.

The portal access also allows appointed custodians to monitor requests as logged by members within the company.

You can reach the Support Desk via the following channels:



SEIDOR Portal: <https://seidorsupport.freshdesk.com/>



Email address: support@seidorsupport.com



Tel: +27 011 018 3000

Please know our support team handles high call volumes. If your call is not answered – we are all currently on a call. Don't worry – Just send us an email to the Support Desk and we will reach out to you on your request.

What happens next

When contact is made via either the Support Portal or by sending us an email, you will be emailed a Support ticket link with a unique number for reference and tracking purposes.

Please help us by providing as much information as possible in your request, such as describing the scenario that is happening.

Do you have an error message?

Please attach any screen grabs indicating the error or concern that you have. This will assist us prepare and gather much information on the issues you are experiencing.

We will then reach out to you for further investigation or possible solution relating to your support request.



Service Desk Severity & Response Times

We have categorized levels of support into the following severities and allocated response times

Severity 1

Critical: System failure that materially affects the customer's business.

Response Time: 0 to 1 hours

Severity 2

Non-critical: System active but users are severely impacted

Response Time: 0 to 2 hours

Severity 3

Non-critical: System active but users not severely impacted

Response Time: 0 to 4 hours

Please note:

The Helpdesk operates between 8 am and 5pm (SAST) Monday to Friday excluding Public Holidays. A reduced service (consultants 'on-call') is provided between Christmas and New Year.

A quick guide as to what is covered in your Remote Support

- Unlimited access to our support team via the helpdesk during operational hours to resolve issues.
- Real time call logging management system
- Online investigating by trained and certified support consultants to identify issues caused by application failures or incorrect data entries.
- Resolution fixes, workarounds and advice will be provided on all existing functionality not related to new requirements or system enhancements.
- Access to official SAP documentation
- Access to Webinars

What is not covered in your Remote Support

- Our support team are unable to provide any additional training or consultancy, this includes implementation of new functionality, changes to existing processes or reports. Additional services are available however, these services may be billable.
- Although we'll happily offer advice, if your support contract for any third-party application or software was not provided by SEIDOR, we are unable to offer any assistance.



Account Reconciliations

Account imbalances can happen in the system due to incorrect postings and allocations during day-to-day operations and not because of an error in the software or implementation. If this occurs, we will follow the below support process:

- High level investigation of the imbalance will be done by the support team to identify the root cause.
- Examples of the incorrect data entries or GL determination errors will be provided.
- SEIDOR expects that the full reconciliation of accounts be done by the customers finance team.
- SEIDOR will never post reconciling transactions into a production database, this will always need to be done by you to conform with regulatory standards.
- Training and reporting on the reconciliation of accounts can be provided on request but will be a billable exercise

Responsibility Of Tasks

Ideally, each customer site should have a System Administrator, a Database Administrator and a Super User for SAP Business One.

We have defined an overview of responsibilities and ownership of tasks. Although this is an overview, the support team will always guide you on whether the task is billable before actioning any work that is carried out.

Environment Management

Task	Responsibility	SEIDOR Offers	Is this Billable if SEIDOR actions
Server Maintenance	Customer		
DB Maintenance	Customer	DB Maintenance Service	Yes
RSP Reports	Support	Annual Remote Fee	No
Application Performance	Customer	Annual Remote Fee	Yes
Services Stopped	Support	Annual Remote Fee	No
Space Notification	Customer	DB Maintenance Service	Yes

Super User Tasks

Task	Responsibility	SEIDOR Offers	Is this Billable if SEIDOR actions
Create New Users	Customer	Support Consultancy SLA	Yes (If no SLA)
Authorizations	Customer	Support Consultancy SLA	Yes (If no SLA)
License Allocation	Customer	Support Consultancy SLA	Yes (If no SLA)
Screen Changes	Customer	Support Consultancy SLA	Yes (If no SLA)
Approvals	Customer	Support Consultancy SLA	Yes (If no SLA)
Year End Process	Customer	Support Consultancy SLA	Yes (If no SLA)
Posting Period	Customer	Support Consultancy SLA	Yes (If no SLA)
Internal Support	Customer	Support Consultancy SLA	Yes (If no SLA)
Master data Setup	Customer	Support Consultancy SLA	Yes (If no SLA)
Version Control	Customer	Support Consultancy SLA	Yes (If no SLA)

SAP Business One Systems Issues

Task	Responsibility	SEIDOR Offers	Is this Billable if SEIDOR actions
System errors	Support	Annual Remote Fee	No
Existing Processes not working	Support	Annual Remote Fee	No
Report Differences	Support	Annual Remote Fee	No
Add On malfunctions	Support	Annual Remote Fee	No
Analysis and Investigations of system issues	Support	Annual Remote Fee	No
Accounting Reconciliations (Investigations only)	Support	Annual Remote Fee	No
All SAP Modules	Support	Annual Remote Fee	No



Training

Task	Responsibility	SEIDOR Offers	Is this Billable if SEIDOR actions
Training materials	Support	Annual Remote Fee	No
Portal Documentation	Support	Annual Remote Fee	No
Employee handover training	Customer	Consulting	Yes
Manuals on Basic System Recaps (All modules, Webinar, Video)	Technical Account Management	TAM Value Add	No
Training on the Basic System Recaps	Customer	Consulting	Yes

New Work

Task	Responsibility	SEIDOR Offers	Is this Billable if SEIDOR actions
Changes to existing processes and Reports	Technical Account Management	Consulting	Yes
Use of additional Modules	Technical Account Management	Consulting	Yes
New enhancements and reports	Technical Account Management	Consulting	Yes
Small work done by Support (On SLA)	Technical Account Management	Support Consultancy SLA	Yes
New Add Ons	Technical Account Management	Consulting	Yes



Database Maintenance Service

Task	Responsibility	SEIDOR Offers	Is this Billable if SEIDOR actions
Monitoring availability of Company Databases	Support	DB Maintenance Service	No
Improve query processing performance	Support	DB Maintenance Service	No
Performance Monitoring	Support	DB Maintenance Service	No
Monitor Hana Studio service availability	Support	DB Maintenance Service	No
Ensure RSP Alerts are read and understanding of system concerns such as hard disk space are noted and client/TAM's are notified.	Support	DB Maintenance Service	No
Create Test Companies as requested	Support	DB Maintenance Service	No
Upload Company Databases to SAP when required	Support	DB Maintenance Service	No
DB User Maintenance	Support	DB Maintenance Service	No
SAP Business One software validation checks	Support	DB Maintenance Service	No
RSP Alert Setup (i.e. SMTP details and primary user)	Support	DB Maintenance Service	No



Monitoring Options:

Daily:

The Support team will log in daily to validate the tasks and services as detailed in the DB Maintenance Service

Weekly:

The Support team will log in once a week to validate the tasks and services as detailed in the DB Maintenance Service

Monthly:

The Support team will log in once a month to validate the tasks and services as detailed in the DB Maintenance Service

Just a Little More Info

All support is provided remotely only. Remote support is provided via remote support software. Certain issues may require on-site support for proper resolution, at our standard rates

SEIDOR is not responsible for issues caused by, or data lost due to, external factors



Email address: support@seidorsupport.com
