MCI CUSTOMER SUPPORT

Our customer support service is available from 08.30 to 17.30 Monday to Friday, Excluding weekends and Public Holidays

Please call 01252 722 399 or email us using the form below.

If you have a 24-hour support contract and you need assistance outside the normal working hours please contact us using the agreed direct number.

Support contract

If you would like further information about our support contracts, maintenance or upgrades, please click here.

Training Request

We are also able to provide basic or refresher training during our maintenance visits, as part of our support contracts – if you require this service please contact us using the form above to discuss your requirements further. This will enable us to schedule appropriate time and resources during a future visit.

ONGOING SUPPORT

A Software Support Contract is part insurance and part scheduled maintenance. It is designed to give peace of mind when things are going smoothly and rapid response support when you need it most, all at a price fixed at the beginning of the Contract period.

At MCI Systems we provide a choice of support contracts to suit our customers' working requirements. Support includes telephone and online assistance, site visits where necessary and free system upgrades.

We offer three support options: Gold Support Contract, Platinum Support Contract and Pay-as-you-go.

Why you should use our Gold or Platinum Support Contract

By choosing one of our two support contracts you are able to know exactly how much your software support will be for the whole year and you will not have to worry about expensive call-outs if any problem should arise.

It will also ensure a quick response every time as our Gold/Platinum customers are dealt with before any other support queries.

Having one of our support contracts also gives you access to ongoing maintenance and free upgrades during the term of the contract.

Gold Support Contract

- Priority over non-Contract holders ✓
- Voice telephone support to deal with queries and problems ✓
- On-line assistance by telephone modem Yes ✓
- Bug fixes by modem to restore the system functionality to specification ✓
- Upgrade package at least once a year ✓
- Scheduled site visit once a year to maximise performance to specification ✓
- Non-scheduled site visits to deal with operational problems ✓
- Product News to User by email or post ✓
- One day training visit each year ✗
- Second scheduled site visit each year ✗
- Up to 2 days of tailoring of system to meet changing user requirements ✗

Platinum Support Contract

- Priority over non-Contract holders ✓
- Voice telephone support to deal with queries and problems ✓
- On-line assistance by telephone modem Yes ✓
- Bug fixes by modem to restore the system functionality to specification ✓
- Upgrade package at least once a year ✓
- Scheduled site visit once a year to maximise performance to specification ✓
- Non-scheduled site visits to deal with operational problems ✓
- Product News to User by email or post ✓
- One day training visit each year ✓
- Second scheduled site visit each year ✓
- Up to 2 days of tailoring of system to meet changing user requirements ✓

What happens if my system runs into trouble?

Fortunately this is quite unusual with most of the contract benefit coming from the free maintenance and systems upgrades but when things do go wrong you are guaranteed a priority service at all times.

This means should a problem occur which interferes with production, we will resolve the issue as quickly as possible. We keep downtime to a minimum and avoid you having to wait for an Engineer to attend your site by placing you at the head of the support queue, in front of non-Contract Holders.

Although we often do better, normal response times are Voice telephone assistance - within 1 working day, Modem assistance - within 2 working days and Site visits - within 3 working days.

We are also able to provide online support and can often resolve issues by logging in to your system remotely - fixing bugs and restoring system functionality to specification.

In the case of a hard drive failure, we will reinstall the software and reconfigure the system to the last back-up. This may include restoring the database, depending on availability of archived records.

Your contract gives you unlimited site visits and at no extra charge.

What do you get if you choose pay-as-you-go?

We understand that not all of our customers choose one of our Support contracts so we also offer a 'Pay-as-you-go' option. This options means that we are available to give support and to deal with problems should they arise but we will not be able to guarantee a specific turn-around time or to provide a fix fee for these services.

Priority is always given to our customers with Software Support Contracts. While initial response to non-Contract Holders is usually within one working day, it can take longer, depending on our work load.

A site visit for non Contract Holders may take between 5 and 15 working days to arrange and this is again dependent on our work load.

Our support costs will depend on the amount and type of service required. Severe problems requiring an Engineer's extended presence on site can easily cost more to resolve than the annual Contract cost.

We do not support out-of-date versions of our software so, before we carry out any investigation on your system, we need to make sure that the software is running with the latest supportable version.

If the system needs a programme upgrade to bring it up-to-date, we charge 20% of the original software cost to carry out the change, excluding Engineer's attendance time.

UPGRADES & MAINTENANCE

As part of our Gold and Platinum Support Contracts we provide ongoing maintenance and systems upgrades during the term of the contract.

Maintenance

Routine software maintenance is carried out at least once a year. This includes on-site attendance by our Engineer to maintain the programme file structure so that your system gives its best performance within your specification.

During these visits, our Engineer will be pleased to discuss how the system is working and how it could be improved to better meet your needs. Depending on the time available and type of improvements required these amends can be done at the same time. However, this does not include the writing of new code.

Upgrades and Expansions

We also carry out at least one site visit a year to upgrade your system to the latest standards. This is often carried out at the same time as the routine software maintenance. Some of the changes may be 'invisible' while others may be readily apparent. As new upgrades become available for your operating system, our programme upgrade will help maintain compatibility.

In some cases, system functionality will be added at no further charge. Where practicable, all changes are accompanied by a demonstration and by appropriate documentation.

If time permits, our Engineer will answer User queries, demonstrate features and give brief training.

System Expansion

You may wish to enhance or extend your system by adding new modules, Operator stations or bespoke software. As part of your annual Support Contract we will upgrade your existing software to bring your system up to the latest standards before adding any new features or functionality.

Any subsequent expansions and enhancements (new modules, Operator stations, etc.) will then be charged at an agreed additional cost.

We will also provide you with valuable and relevant information about any new or improved applications that become available during the term of your Support Contract unless you state that you do not wish to receive this type of news from us.

If you would like to find out more, see a demonstration or discuss your own requirement, please phone us on 01252 722 399, email us at sales@mcisystems.co.uk or visit our website www.mcisystems.co.uk for more information