

Welcome to Biomni Customer Support

To better serve you and to improve your initial experience with the Support team, we are providing you with this letter as a quick reference guide on the Support options available.

Our goal is to ensure your support needs are met as quickly as possible. In addition to the help desk, an ever increasing set of self-help resources is available online at <http://community.biomni.com/home>.

Biomni has a number of reseller and implementation service partners across the world. If your instance of Front Office was implemented or sold through one of these partners you should have been informed whether requests for support should firstly pass to them or direct to Biomni.

Front Office Essentials customers may access the community website for self-help, FAQs and knowledge base; any support tickets raised will be dealt with on a best endeavors basis.

Opening a Support Ticket

There are three mechanisms to open a Ticket: via the phone, via the web or via email. Each is detailed in turn below. Please follow these steps in order to expedite your ticket.

Opening a Ticket Online:

1. Navigate to <http://community.biomni.com/home>
2. Click login (top right corner of the screen)
3. If you don't have an account, complete the signup form or use your Google, Twitter, OpenID or Facebook account to login. If you have emailed the Support Team in the past, you will already have an account; simply follow the "get a password" link to proceed
4. Login
5. Select "Submit a Request" and include a summary of the issue in the Subject field, your name, company name, product version along with details of your query and the urgency. Screen shots can be added by using the Attach file link.

Opening a Ticket by Email:

1. Email support@biomni.com
2. Include a summary of the issue in the Subject field, then your name, company name, product version along with details of your query and the urgency in the main body field. Please attach screen shots as file attachments
3. A ticket will be automatically created within the Front Office Community and the unique reference sent to you by email. The ticket can then be accessed online via <http://community.biomni.com/home> for the latest updates.

Opening a Ticket by Phone:

1. Dial +44 (0) 844 412 0919
2. State your contact details along with a description of the issue and urgency

Please note: we ask that only urgent / priority 1 issues are logged via the telephone. When a customer support technician is not available to take your call in person, you will be directed to a call handler who will record your support query and queue it for the next available technician.

Registering with Biomni Customer Support

To ensure we provide you with the best service possible, we ask that our extended support customers register with the Biomni support desk via email at support@biomni.com

Please state:

- 1. Your company name and division (where applicable):**
- 2. Key Contacts (up to 3):**

Full Name

Role in relation to Front Office e.g. Solution Administration, Front Line Support

Email Address

Telephone Number

Location, including country

- 3. Your Product Version and Edition:**

Please state the full version number of Front Office that you have (found via the *About* link at the base of the home page) and what edition (e.g. Enterprise).

You can update this information at any time by emailing support@biomni.com

Priority Definitions and Support Response Targets

Biomni will categorize tickets by discussing the business impact with the customer but uses the following guidelines to prioritize its resources:

Priority 1	<p>Critical production issue affecting all users, including system unavailability, with no workaround available.</p> <ul style="list-style-type: none"> • Front Office unavailable or unresponsive; • Your business operations have been severely disrupted; • The failure affects a large number of users.
Priority 2	<p>A production issue affecting many users, including performance degradation or impact on individual service.</p> <ul style="list-style-type: none"> • Front Office is operational but performance is degraded, to the point of some impact on usage. • Functionality is unavailable with no reasonable workaround. • The failure affects a limited number of users.
Priority 3	<p>Minor production issue affecting a few users, including intermittent performance degradation, with workaround available or minimum impact.</p> <ul style="list-style-type: none"> • Front Office is operational but performance is degraded in isolated scenarios. • Functionality is impaired and a workaround may be available. • The failure affects a limited number of users.

Biomni shall endeavor to respond to tickets within the following timescales:

	EXTENDED	STANDARD
	<p>9am – Midnight UK time, Mon-Fri, not Bank Holidays</p>	<p>9am – 5.30pm UK time, Mon-Fri, not Bank Holidays</p>
	Initial response	Initial response
Priority 1	30 minutes	1 hour
Priority 2	2 hours	3 hours
Priority 3	5 hours	8 hours

Customers requiring guaranteed support outside normal operating hours including UK Bank Holidays should contact Biomni to discuss requirements.

Biomni Community Resources

The Biomni Community is available to all customers and provides a wealth of information about Front Office.

If you do not already have an account for the Biomni Community, complete the signup form or use your Google, Twitter, OpenID or Facebook account to login <http://community.biomni.com/home>.

Knowledge Base:

The Knowledge Base section of the Biomni Community provides documents, video tutorials and frequently asked questions, which are all geared towards increasing the value delivered by your Front Office implementation.

Templates and Samples:

A library of template services and request forms are provided for download to your Front Office system, enabling you to get your Service Catalog project up and running faster. The library ranges from very user-centric based services like requesting a new laptop, through to more specialized services such as requesting a cloud server.

Products and Patches:

The latest Front Office installation packages, along with Service Pack releases are made available for download from the Biomni Community.

Adapters:

As a result of deploying hundreds of production Service Catalog solutions globally, Biomni has accumulated a vast library of integration adapters which provide the ability to integrate into various applications and/or data sources. These adapters are made available for you to utilize within your own implementation via the download section of the Biomni Community.

Requesting Feature Enhancements

Biomni endeavors to work closely with customers to understand their evolving requirements and incorporate their change requests on the product roadmap. Customer input to current product functionality has proved invaluable in providing a highly flexible and configurable solution able to fit many different business processes.

To log a request for a feature enhancement:

1. Login to <http://community.biomni.com/home>
2. Navigate to the product suggestions and feedback section

3. Open the Feature Requests forum and click “Suggest an Idea”

Upgrading Your Front Office License

If you are looking to upgrade your existing Front Office Service Catalog to include additional functionality, contact Biomni via support@biomni.com

Biomni Consulting Services

All of our consultants have extensive experience implementing, configuring and customizing Front Office. If you require help with activities such as the design of your Service Catalog, definition of services, configuration of request forms and workflow, upgrading to the latest version or integrating to other systems, contact Biomni via support@biomni.com

Thank you for choosing Front Office.

Biomni Customer Support