

MoveIN Support Services Policy

Description

Last updated: 20th May 2024

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QS provides Support Services to MoveIN clients, according to the Terms and Conditions of contract, starting from the handover date until termination of the agreement.

System Availability

QS endeavour to provide availability of the MoveIN system at all times, excluding planned or emergency maintenance. For scheduled maintenance, QS will give clients at least 48 hours' notice. Maintenance can be scheduled on any day of the week, including weekends, and can be at any time of the day, but QS will always try to minimise disruption to the service.

Access to Support

Clients may request support for MoveIN by creating a ticket on our web-based ticketing system. Tickets are created by sending an email to movein.support@qs-unisolution.com

Service Levels

QS strives to respond to support requests within the time frame specified below, based on its category. QS always endeavours to respond rapidly and provide a service that meets the client's requirements. Times are based on UK working hours (Monday to Friday, 9am to 5pm). A Business Day is defined as 8 hours and excludes public holidays.

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Note:

- Issues may be resolved either by a temporary workaround or through a permanent solution.
- The time taken to resolve an incident is dependent on the issue being clearly identified by the client. The resolved time above does not include any delay whilst waiting for the client to provide further information.

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