



[www.oxi.net](http://www.oxi.net)  
info@oxi.net  
01865 598790

# Oxinet Customer Service Charter

Document Version: 3.0  
Date of issue: 19/05/2020



## CONTENTS

|  |   |
|--|---|
| INTRODUCTION .....   | 2 |
| CONTACT DETAILS - Oxinet Offices .....                     | 2 |
| TOUCH POINTS - Who to contact and when .....               | 3 |
| WHAT WE NEED FROM YOU - Designated points of contact ..... | 3 |
| Roles .....  | 3 |
| ACCOUNT MANAGEMENT .....                                   | 4 |
| HELPDESK .....   | 5 |
| Contacting the Helpdesk .....                              | 5 |
| Helpdesk Responses .....                                   | 5 |
| Incident Management .....                                  | 5 |
| TRAINING AND HELP DOCUMENTATION.....                       | 6 |
| PEMS USER GROUP .....                                      | 6 |
| RAISING A COMPLAINT.....                                   | 7 |

## INTRODUCTION

Oxinet aims to deliver a high quality of customer care. This charter sets out how we intend to inform, support and respond to our customers' needs effectively. It explains how customers can interact with Oxinet and our approach to service delivery.

## CONTACT DETAILS - Oxinet Offices

Telephone Office: +44 (0) 1865 598790

Email Office: [info@oxi.net](mailto:info@oxi.net)

Address: Oxinet Ltd  
John Eccles House, Robert Robinson Avenue  
Oxford Science Park  
Oxford  
OX4 4GP

Registered Address: Northlew  
Lansdown Road  
Bath  
BA1 5TD

Our office opening hours are 09:00 – 17:30 (GMT) Monday to Friday (excluding UK bank holidays).

## TOUCH POINTS - Who to contact and when

The next section describes how we aim to respond to your query.

We recognise the importance of staying close to our customers and being responsive to your needs. Oxinet strives to provide an exceptional level of customer service and encourage a culture of collaboration with all customers. We understand that when you need support, you need clear channels through which to communicate.

The following support channels are available for you to use should you require our assistance or wish to discuss a new project:

- [Account Management](#)
- [Helpdesk](#)
- [Training and Help Documentation](#)
- [PEMS User Group](#)

## WHAT WE NEED FROM YOU - Designated points of contact

To provide clear lines of communication between our respective organisations, roles need to be assigned to the personnel responsible for liaising with Oxinet. In this document we set out Oxinet's staff roles and how you should interact with them. It is important for us too to understand who we should be speaking with and when, within your organisation.

We have highlighted roles below and would ask that you assign two people to each role; a lead and a deputy. An individual may have more than one role depending on your organisations structure. Please ensure that you give your account manager the individuals' names, roles and contact details so that we can create a suitable contact schedule.

### Roles

- **Senior Decision Makers** – Senior personnel responsible for contractual, technical and/or financial decisions on behalf of the University. We would expect that one of the following would be assigned a senior decision maker; Dean of Faculty, Head of School, senior IT Manager, Senior Finance Manager, Contract Manager, Head of Practice Learning, etc.
- **PEMS Admin Managers** – Oxinet's day-to-day contact points within your organisation, representing the interests of your users and responsible for relaying information, training and supporting within your organisation. This person will be sent PEMS version release notes and will liaise with the Helpdesk and your account manager on behalf of your users. They will also be invited to attend PEMS User Group meetings.
- **Project Manager** – This role is specifically required during implementation or when discussing a new project or contract e.g. expanding PEMS University-wide.

## ACCOUNT MANAGEMENT

From before the start of the project, through the implementation itself and beyond, Oxinet will provide you with an account manager. They will represent you within Oxinet and ensure that we respond to your needs within reasonable timescales.

The account manager has two areas of responsibility:

- 1) Coordination of other Oxinet staff and liaison with the Helpdesk and development teams. Note: you should contact the Helpdesk directly for technical or process queries
- 2) Discussion of any new functional or training requirements

Your account manager will maintain regular contact at times to be agreed with you. The table below describes a typical contact schedule. However, please note that should you wish to raise a concern or discuss a new project or feature, you are welcome to contact your account manager at any time.

**Table 1 - Example contact schedule**

| REGULARITY                                 | CONTACT METHOD                         | REASON  |
|--|--|---|
| Weekly                                     | Telephone call                         | During transition periods such as new implementations, your account manager will contact you weekly to “check-in”. This ensures that you are kept aware of developments and gives you the opportunity to feedback to Oxinet regularly during periods of change.   |
| Monthly – usually second week of the month | Telephone call or face-to-face meeting | Post-implementation and ahead of new releases, your account manager will arrange a monthly meeting with your designated main point of contact, e.g. lead placement manager or administrator, to discuss the details of new releases, your ongoing experience of PEMS and/or any enquiries you wish to raise.  |
| Annual – at contract anniversary           | Face-to-face meeting at your site      | Once a year your account manager will arrange an annual service review between Oxinet senior management and your senior decision makers, e.g. Dean of Faculty, senior IT Managers, etc. This meeting is to discuss any contractual matters, such as PEMS subscription renewal, discuss any new projects/features and to gain your feedback in a structured way. |

Oxinet will provide you with direct contact details including email and an office extension for your account manager.

## HELPDESK

We understand that when you need support, you generally need it now. That's why our Helpdesk is here to help.

Your designated contact points (see [Roles](#) above) can call within office hours to discuss technical or process queries.

You can also email the Helpdesk or log a ticket via the online Helpdesk at any time.

The online Helpdesk provides users with the facility to:

- Raise support tickets
- Track the progress of your tickets
- Search Oxinet's online Knowledgebase

Please note that new feature requests should be raised by your designated contact points (see [Roles](#) above) via your account manager. Should they be raised via the Helpdesk they will be passed on to your account manager who will make contact with you to discuss.

### Contacting the Helpdesk

Should you have a query, your designated contact points (see [Roles](#) above) can contact our UK-based support team as follows:

- **Telephone:** +44 (0) 1865 598799 (within office hours)
- **Email PEMS Customer Helpdesk:** [pems@Helpdesk.oxi.net](mailto:pems@Helpdesk.oxi.net)
- **Log a ticket on the online Helpdesk at:** <https://Helpdesk.oxi.net/>

Please note: users should request support from their PEMS Admin Manager (see [Roles](#) above) in the first instance. Should an issue persist the PEMS Admin Manager should then report the issue to Oxinet on behalf of the user.

### Helpdesk Responses

This section describes what you can expect in terms of response when raising a query via the Helpdesk.

All queries raised will be automatically acknowledged by the Helpdesk (online) or by an engineer (over the phone).

### Incident Management

Any incidents reported via the Helpdesk will be allocated a priority by Oxinet, in accordance with the incident descriptions below:

| PRIORITY LEVEL | INCIDENT DESCRIPTION  |
|----------------|---|
| 1              | Total non-availability of the Product or a material part thereof. |

|   |   |
|---|---|
| 2 | Where the use of a Product demonstrates that the application fails to comply with the product documentation and it can reasonably be held to materially impact on the customer's use of the system. |
| 3 | Where the use of a Product demonstrates that the application fails to comply with the product documentation but this does not materially impact on the customer's use of the system.                |
| 4 | Any incident which is recorded but for which Oxinet has no resolution responsibility (e.g. bug in third-party software application)   |

Where practical, Oxinet may suggest workarounds to address any customer issues.

The timescale to resolve an incident is determined by a number of factors, some of which may be outside of the control of Oxinet.

This is how Oxinet will respond to incidents:

| PRIORITY LEVEL | RESPONSE TIME  |
|----------------|--|
| 1              | We will immediately assign a qualified engineer to the incident, who will work on the problem until it is resolved.  |
| 2              | We will aim to supply the customer with an interim resolution as quickly as possible and to propose a permanent solution within two to three working days. |
| 3              | We will propose a resolution reflecting the impact on the customer's business.   |
| 4              | We will record the incident and may make appropriate recommendations.  |

Please note: priority 3 and 4 incidents may be resolved as part of a scheduled release of PEMS.

Any priority 1-3 incidents and resolution times will be maintained in the Helpdesk for review.

## TRAINING AND HELP DOCUMENTATION

After each quarterly feature release, Oxinet will make available (at no charge) training and testing sessions for up to two customer representatives (see [Roles](#) above). These sessions will be held at Oxinet's offices. Should you require additional training, please discuss your requirements with your account manager.

PEMS Help Guides are available in PEMS by clicking on the 'Help' tab.

## PEMS USER GROUP

The PEMS User Group is an independent body designed to support PEMS customers and ensure the users' voices are heard with regard to requirements for new system features and future releases. Oxinet gives highest priority to requests for enhancements from this group.

## RAISING A COMPLAINT

An occasion may arise where you feel that our service has fallen below your level of expectation. We take customer feedback extremely seriously and aim to respond and resolve issues sensitively, quickly and effectively.

Should you wish to raise a complaint you can do so using the following methods:

- Should you have an issue with the system or would like to report a bug, please contact the Helpdesk in the first instance ([Oxinet's Helpdesk](#))
- Should your complaint relate to the service you have received e.g. via the Helpdesk, or another member of staff, please contact your account manager directly
- Should you wish to escalate a complaint, please inform Oxinet's customer services manager by emailing [info@oxi.net](mailto:info@oxi.net) with the subject line:
  - For the attention of the Customer Services Manager - <include your subject heading>

Alternatively, you can write to us:

Head of Customer Services  
Oxinet Ltd  
John Eccles House, Robert Robinson Avenue  
Oxford Science Park  
Oxford  
OX4 4GP