

Our technical support commitments

Committed to being the best technical support service in the market

Our support service is recognised as among the best in the market and we regularly receive fantastic feedback from our clients in relation to this area of our business.

“The support that businessfitness gives its clients is second to none ... that is what is so important for the end user.”

Brenda Trevithick-Harney
Manager - Business Systems & Administration
Powers Financial Group

Our technical support service

It is a priority for us that our clients receive timely, helpful and friendly technical support.

Our support team is able to assist our clients over the phone or remotely over the web, where we can delve more deeply into any problems that the client is experiencing.

Where we recognise that a team member needs some training, we will either provide that at the time of the call or, if more in depth training is required, we will refer the matter to one of our client managers or specialist trainers.

Our commitments regarding response times are set out below.

Our commitments

Where a technical support issue is first raised by a client with our technical support team, the following commitments apply:

Situation	Initial response time
The client's HowNow system is down or client is unable to access HowNow	Immediate response
Other technical support issues	Initial response within 2 hours where possible; otherwise within 4 hours

Where the support issue is unable to be resolved in the first instance, the following commitments apply:

Situation	Response
The issue has not been resolved within 24 hours of the initial support request	A member of our technical support team will call the client after 24 hours to provide an update and expected timeframe
The issue has not been resolved within 3 days of the initial support request	The relevant Client Manager is advised of the situation
The issue has not been resolved within 5 working days of the initial support request	The relevant Client Manager will call the client to provide an update and expected timeframe