



Data  Interchange

EDI Support & Services

EDI Support & Services - Overview

Standard

EDI experts on hand to resolve product issues you may come across in a timely manner. Responding within 4 hours for critical issues.

[See details page 6](#)

Standard Plus

If product issues arise, our EDI experts are on hand to minimise your business impact with faster resolutions. Responding within 1 hour for critical issues, ideal for those with time-critical business processes.

[See details page 8](#)

Managed Service

Keep EDI simple and focus on your core business by using Data Interchange's products backed by world class EDI experts managing your EDI operations.

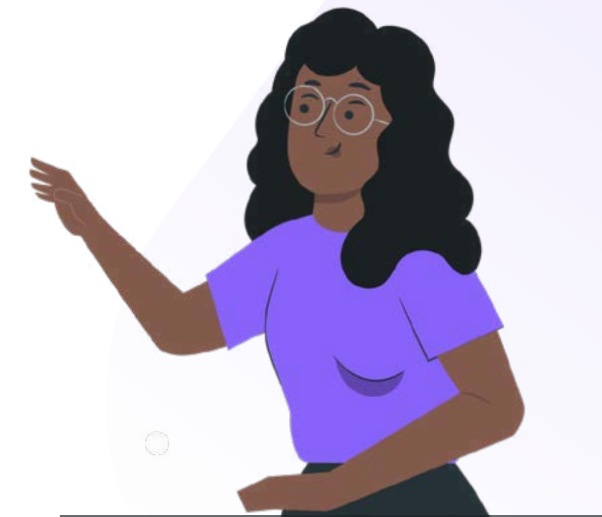
EDI experts monitoring your EDI Service, rapidly resolving any issues that may arise, plus a Service Delivery Manager contact point.

[See details page 12](#)

EDI Support & Services - Our Promise

At Data Interchange we understand how critical EDI is to the smooth running and success of your business. Many businesses who have EDI support which doesn't meet their expectations reach out to us because of the negative impact it has on their business.

We promise to deliver an exceptional EDI service so you can focus on your business objectives.



Having offered EDI services for over 30 years, we know that every business requires a different level of support. We have broken our services into three simple levels for you to choose from. But it doesn't stop there! We also have various 'Bolt-On' options which you can choose to add in, meaning your EDI service can simply flex and scale with your business needs.

EDI Support & Services - Packages

What is included?

	Standard	Standard Plus	Managed Service
Support Hours (GMT/BST - UK time)	Mon - Fri 08:00 - 18:00	Mon - Fri 08:00 - 18:00	Mon - Fri 08:00 - 18:00
Helpdesk Access	Email Web portal Phone	Email Web portal Phone	Email Web portal Phone
Online Knowledge Base	Yes	Yes	Yes
Service Delivery Management, including but not limited to: monitoring, reporting, patching & upgrades, dispute management, trading partner onboarding.	No	No	Yes

EDI Support & Services - Response times


Response times

	Description	Standard	Standard Plus	Managed Service
P1 - Critical*	This indicates that the customer is unable to use the software, resulting in a critical impact on operations.	4 hours	1 hour	1 hour
P2 - Important*	A software component is severely restricted in its use or the customer is in jeopardy of missing business deadlines.	1 day	2 hours	2 hours
P3 - Normal	Indicates the software is usable with less significant features (not critical to operations) unavailable.	2 days	4 hours	4 hours
P4 - Low	A non-critical software component is malfunctioning, causing minimal impact, or a non-technical request is made.	3 days	8 hours	8 hours

*Only production environments are eligible for this severity. This does not include any development, staging, or test environments.

Standard Support - What is included?

Standard is our basic product support package that covers your core product support essentials.

<div></div> <div>For who?</div> <div>Best for businesses that have less critical data flows.</div>		Standard
	Support Hours (GMT/BST - UK time)	Mon - Fri 08:00 - 18:00
	Helpdesk Access	Email Web portal Phone
	On-line Knowledge Base	Yes

Standard Support - Response times

	Description	Standard
P1- Critical*	This indicates that the customer is unable to use the software, resulting in a critical impact on operations.	4 hours
P2 - Important*	A software component is severely restricted in its use or the customer is in jeopardy of missing business deadlines.	1 day
P3 - Normal	Indicates the software is usable with less significant features (not critical to operations) unavailable.	2 days
P4 - Low	A non-critical software component is malfunctioning, causing minimal impact, or a non-technical request is made.	3 days

*Only production environments are eligible for this severity. This does not include any development, staging, or test environments.

Standard Plus Support – What is included?

Standard Plus provides the same core essentials as Standard, however it offers improved SLAs. If your business is dependant on high impact or time-sensitive data, then we suggest you look for a shorter SLA time, as this will decrease your recovery time, minimising business impact.



For who?

Best for businesses that have time sensitive data, which if delayed is costly.

	Standard Plus
Support Hours (GMT/BST - UK time)	Mon - Fri 08:00 - 18:00
Helpdesk Access	Email Web portal Phone
On-line Knowledge Base	Yes

Standard Plus Support – Response times

	Description	Standard Plus
P1 - Critical*	This indicates that the customer is unable to use the software, resulting in a critical impact on operations.	1 hour
P2 - Important*	A software component is severely restricted in its use or the customer is in jeopardy of missing business deadlines.	2 hours
P3 - Normal	Indicates the software is usable with less significant features (not critical to operations) unavailable.	4 hours
P4 - Low	A non-critical software component is malfunctioning, causing minimal impact, or a non-technical request is made.	8 hours

*Only production environments are eligible for this severity. This does not include any development, staging, or test environments.

Bolt-Ons

(for Standard & Standard Plus Support)

We understand that every business has different EDI requirements. Our flexible bolt-on options allow you to add additional support onto your service throughout the year. Providing you with the reassurance that we will be able to support your business as much or as little as required.

Which Bolt-On is right for me?

We can help you identify the best Bolt-Ons for your needs.



Bolt-Ons

(for Standard & Standard Plus Support)



Workflows

Creation and amendments of workflows to enable the automated transfer of data between you and your Trading Partners.



Mapping

Management of mapping capability to ensure seamless exchange of data between Trading Partners in formats they require.



Document Definitions

Creation of bespoke document definitions for your in-house file formats allowing the successful identification of your data and contents.



Schedules and Events

Managing time-based events relating to your EDI solution.



Alerting

Configure and manage both file & communications-based alerts related to your EDI solution.



Monitoring

Track and trace your files allowing visibility of audit details of each file and ability to reprocess your files in real time.



Communication Profiles

Setup, testing and validation of connection profiles



Access to Logs

Ability to access transmission logs for files sent to you by trading partners, to confirm successful transmission.

*Bolt-on's enable customers to pre-purchase credits to use against their requirements for EDI operational tasks for the contractual period.

Managed Services



For who?

Best for businesses who lack EDI resources or want to focus on their core business.

Keep EDI simple and focus on your core business with Data Interchange's products, backed by world class EDI experts managing your EDI operations.

Our EDI specialists monitor your data communications and rapidly resolve any issues that may arise, alongside exceptional service delivery management.

Managed Services - What's included?

Our Managed Service includes everything in Standard/Standard Plus as well as the following:



Service Monitoring



Ticketing



Reporting



Infrastructure



Onboarding



Environment Changes

- Workflows
- Communications Profile
- Schedules



Service Delivery Management



Out of Hours Support*



Map Support

*Only production environments are eligible for P1 out of hours support. This does not include any development, staging, or test environments.

Managed Services - Response times

Our Managed Services are proactively monitored however if you need to contact us, we offer the below response times:

	Description	Managed Services
P1 - Critical*	This indicates that the customer is unable to use the software, resulting in a critical impact on operations.	1 hour (24 x7 Support*)
P2 - Important*	A software component is severely restricted in its use or the customer is in jeopardy of missing business deadlines.	2 hours
P3 - Normal	Indicates the degraded service is usable with less significant features (not critical to operations) unavailable.	4 hours
P4 - Low	A non-critical software component is malfunctioning, causing minimal impact, or a non-technical request is made.	8 hours

*Only production environments are eligible for this severity. This does not include any development, staging, or test environments.

Contact us

Not sure which EDI service your business needs?
Talk to us today.

Data  **Interchange**

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