



ScholarPack Customer Experience Charter



What to expect when engaging with us


Our commitment

At ScholarPack we strive to deliver an outstanding customer experience through every interaction we have with you. Whichever way you choose to engage with us, our commitment is to ensure that you have a consistent world-class experience.

We do this by keeping pace with the changing way in which schools need support and through investing in the latest support technology. This document outlines how we deliver our customer experience and what you can expect when you engage with us.

Contacting us and leaving feedback

The table below explains the different ways customers can contact us:

Area	Channel	Business hours	How to use
Support	ScholarPack Help Centre	24/7/365	Customers can access guides and troubleshooting articles whenever they need to on our Help Centre.
Support	Webchat	Mon-Fri 8:30 am-4pm	You can chat with one of our UK-based advisors directly from either our Help Centre or within the ScholarPack MIS wherever you see 'Chat 
Support	Email: support@scholarpack.com	Mon-Fri 8.30 am-4pm	Email any queries relating to your MIS to support@ScholarPack.com
Support	Phone support	Mon-Fri 8.30am-4pm	01522 716 049
Account mgt	accountmanagement@scholarpack.com	Mon-Fri 8:30 am-4 pm	Email the above address for help with contract queries or upgrade/training requests
Billing	finance@scholarpack.com	Mon-Fri 8:30 am-4 pm	email the above address for help with billing enquiries

Business hours are 08:30 - 16:00 Monday to Friday excluding bank holidays. Note we may also reduce business hours during school holiday and internal training days. Customers will be notified in advance.

Key Performance Indicators (KPIs)

The table below outlines our target response and resolution times for when our users contact ScholarPack Support. All interactions with support are logged on Zendesk, our ticketing system, and are fully reportable. Support interactions are categorised by type and impact, and we follow the ITIL framework. Categories are:

Incident: A material defect, fault or impairment in the MIS, an unplanned interruption to service or reduction in quality of service.

Service Request: A request from a user for information, or advice and guidance

Incidents are assigned a priority based on impact as outlined in the table below with target response and resolution times:

Incident Type	Description	Response Time (Working Hours)	Target Service Level	Resolution Time (Working Hours)	Target Service Level
Urgent	Complete system failure. MIS wide inability to perform any key activities, i.e. take a register, access the system	1hr	95%	2hrs	90%
High	A key system is not functioning, causing high impact to the operating system. There is no work	4hrs	95%	1 working day	90%

	around or manual process				
Normal	An issue that impacts non critical activities but is time critical The issue can be resolved by a workaround or manual process.	8hrs	90%	10 working days	80%
Low	An issue that has low impact and has a suitable workaround available. It is not time critical	8hrs	N/A	Low incidents will not be prioritised for individual resolution but will flow into our problem management process	N/A

All **service requests** are assigned the same level of priority and will be managed using the following target response and resolution times.

Type	Description	Response Time (Working Hours)	Target Service Level	Resolution Time (Working Hours)	Target Service Level
Service Requests or questions	System usage assistance is required on general queries that are not a consequence of system failures	24hrs	90%	10 working days	80%

Major Incidents

In rare instances, urgent incidents (for example whole platform outages) warrant additional customer communications and follow-up. These are called major incidents.

ScholarPack take the following actions in the event of a major incident:

- We aim to send regular customer updates in line with the Urgent Incident Target SLA of 1 hour. Updates will be sent via email.
- Once the incident is closed (resolved) we aim to have a publicly available Post Incident Report (PIR) within five working days. The report covers a timeline, root cause and corrective action plan

Escalation

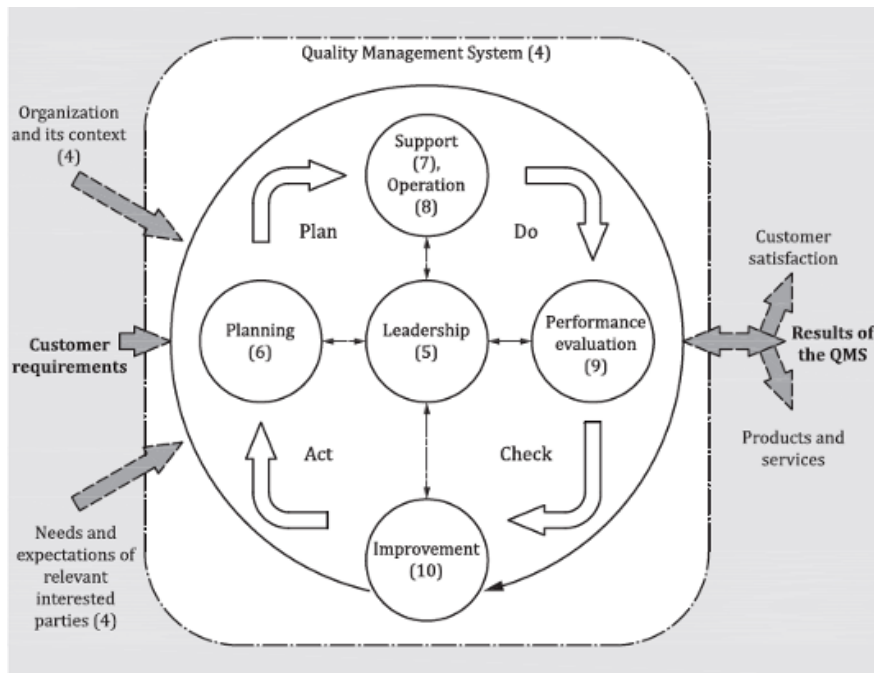
We will always endeavour to resolve your concerns as soon as they arise. If this hasn't been possible and you wish to escalate your concerns, the below escalation path is available. We require 48 hours to be able to effectively investigate and respond before the next level of escalation in each case.

- **Stage 1:** Team Leader
- **Stage 2:** Head of Department
- **Stage 3:** Chief of Customer Success

Continuous Improvement

Continuing to develop our customer experience is important to us and, as such, we adopt a quality approach to a continuous improvement lifecycle. We are also ISO9001 Quality Management Standard accredited.

The operating cycle is explained in the diagram below:



Outputs of our continuous improvement lifecycle include regular reviews of **customer satisfaction data**. We ask for customer feedback when customers interact with us at the following points:

- Support interactions
- Post-onboarding
- Net Promoter Score (once per term)

All customer satisfaction survey data is reviewed and fed into improvements to both our processes..

Root cause analysis is a process which enables us to continuously improve. Support data is reviewed on a weekly and monthly basis with a view to identify trends and opportunities to remove the underlying cause of multiple incidents/support tickets. This process is called Problem Management. Problem tickets are raised either when the root cause of an incident is known or unknown. Problem tickets are prioritised by the support team according to impact and urgency and tickets are added into engineering sprints for deployment at regular intervals.

We also want to ensure you make the most of your MIS. We monitor customer health by tracking the following:

- Your usage of product features
- Risk (if you have raised any customer complaints or escalations)
- Interactions with support (if you are raising a higher than average number of support tickets)
- CSAT scores (making sure you are happy with the service received)

We use this data to help to determine overall health and our systems will flag to your account manager if any of these indicators are below expected levels. This enables them to create an intervention plan to help you get back on track.

Account Management

Our UK-based Account Management Team is here to help ensure you get the most of your contract with ScholarPack and support you with any commercial queries.

You should be offered a regular review of your account with an account manager to cover:

- Making the most out of your MIS
- Customer satisfaction scores for your account
- Support performance (KPIs)
- A review of your account health and opportunities for improvements
- Training opportunities

You will also be sent data at regular intervals showing you a snapshot of your MIS usage with the aim of helping you identify areas of the system which may be of further use to you.