insendi support policy

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Key Terms

Nominated Contacts

Each client to nominate up to 6 contacts who will act as the point of contact for their institution. In addition to the **6 contacts institutions** to nominate a **lead contact** amongst the 6 contacts, who will be the primary contact point. Each client to keep insendi informed of any changes to the contact points at their institution.

Normal Working Hours

insendi's normal UK business hours are 9 am to 5 pm Monday to Friday (excluding public holidays).

Issue Classification

Priority 1 - Service Unavailable

The highest priority call is "service unavailable'. That would be for circumstances where access to the platform for students, staff, learning designers becomes unavailable (e.g. the platform is unresponsive, or essential functionality such as the forum is not operational). In this scenario then a nominated person from the client to contact insendi. If the issue arises out of office hours then the contract should be through the out of hours service. Issues of this nature will be treated as the absolute highest priority at insendi. We will respond within 1 hour and provide regular updates (max every 2 hours) until the problem is resolved. If the root cause of the problem is within insendi control we will aim to get service restored within 4 hours.

Priority 2 - Critical Issues

This is the second-highest priority call and occurs where the platform remains available to staff, students and learning designers etc, but there is an issue which actively prevents effective teaching and learning in a live programme (e.g. Issues associated with assessment and submissions, data loss etc). These critical issues will be treated as a high priority. We will respond within 2 hours and provide regular updates (max every 4 hours) until the problem is resolved. If the root cause of the problem is within insendi control we will aim to get the critical issue addressed within 3 working days.

Priority 3 - Non-Critical Issues & Service Enhancements

Non-critical issues are those issues that don't affect the availability of the platform or the delivery of effective teaching and learning in a live programme.

Service enhancements are proposed changes to the platform with the purpose of enhancing the functionality of the platform.

In the case of non-critical issues and service enhancements, insendi will aim to acknowledge these within 3 working days and will respond to these within a further 5 working days.

Out of Hours Service

insendi provides an out of hours service for all times outside of normal working hours. The out of hours service is for priority 1 - Service Unavailable and priority 2 - Critical Issues only.

Only the lead contact from each client to call the following numbers depending on location:

UK	+44 1618509242	Singapore	+65 3138 6806
US and Canada	+1 647 558 1510	Australia	+61 3 85959953
Europe	+49 15735987658		

When the nominated person calls the number they will be asked to leave a message outlining the nature of priority 1 or priority 2 issue. Once the message has been left, a member of the insendi support team will review it and will respond within 1 hour with the next steps.

Levels of Support

Support line	Who	Details
Zero	Self-service	This support level is provided via the knowledge base and is a self-service solution for users of the platform. insendi is responsible for ensuring the knowledge base guide is kept up to date.
First-line	Partner institution	First-line support is handled by staff within the partner institution. To enable this insendi provides training, knowledge base guides, and a diagnosis system tool to access the current performance of the system.
Second line	insendi	First-line support requests that remain unresolved by the local partner institution team are escalated to insendi. In the first instance, issues should be raised by the nominated person in the institution via email to help@insendi.com. The insendi team will respond in line with the priority level of the issue raised.
Out of Hours Service	insendi	For priority 1- service unavailable and priority 2 - critical issues insendi operates and out of hours service. In this circumstance, the nominated person from the partner institution should both raise the issue via email to help@insendi.com and call the out of hours support number for their region. The insendi team will respond in line with the priority level of the issue raised.

Service line: Escalation process

Zero line
Self service

This support level is provided via the knowledge based and is a self service solution for users of the platform.

First line
Partner

First line support is handled by staff within the partner institution. To enable this Insendi provides training, knowledge base guides, and a diagnosis system tool to access the current performance of the system.

Second line
Insendi

First line support requests that remain unresolved are escalated to Insendi who respond within 2 hours during UK office hours and up to a maximum of 12 hours if out-of-office hours.

Third line
Insendi

Any second line support requests OR emergency requests can be escalated to a dedicated emergency telephone line at any time. Unless exceptional circumstances apply, Insendi will respond to such calls within 1 hour.

User detects issue

Search Online knowledge base — NO

Contact Initial support from Partner — NO

Escalate to Investigate and diagnose — NO

Contact Emergency support

YES   YES   YES   YES

Add to online knowledge base

Close