



Yarris' Commitment to Our Customers

Yarris is committed to delivering high-quality products and support to our customers. In the event that you need to escalate a case, our support staff is ready and available to help you quickly bring your issue to closure. Yarris utilises an efficient Escalation Management process to keep you informed of your escalated incident status every step of the way. A manager is assigned to every escalation to oversee the case. The manager is responsible for evaluating your situation, facilitating the issue and acting as an advocate on your behalf.

This Escalation process is to supplement existing contractual agreements and provide more detail

When should an escalation be initiated?

An escalation may be initiated when, after working through our standard support processes and with our teams, the customer is not satisfied with the level or timeliness of service. Additionally, an escalation should be initiated when there is tangible impact to the customer's production environment, or there is high risk to the business operations – that is, the business is unable to perform operations to continue trade.

What is the process for escalating my case?

1. The customer should have the relevant Incident number available to help identify the owner in the Customer Support Team
2. The customer should request the Customer Support Team to escalate the incident to the Customer Support Manager. In doing so, the customer should outline what actions are required from Yarris, production dates or deadlines that may be adversely affected, and any other anticipated business impact if the case is not promptly resolved
3. The Customer Support Manager is empowered to make a judgement on the next steps. If the problem can be solved easily and by a single management action, the Customer Support Manager will take direct responsibility for the resolving the issue
4. If the situation is complex and has the possibility of a severe business impact, the Customer Support Manager can refer to the relevant Account Manager to discuss and agree the way forward

Escalation Team Key Roles and Responsibilities

Customer Support Team

- Logs initial Incident
- Entry point to the escalation process
- Works closely with Customer Support Manager to ensure issue is properly represented when escalated

The escalation process is triggered when:

- The target time for problem resolution will be missed
- The client escalates the problem
- There is a critical application or system exposure

Escalation is meant to focus management attention on a specific problem. Escalating a problem should ensure that:

- The problem is resolved or bypassed
- The client is satisfied
- Responsibility is assigned, a plan is put in place, and a target for resolution exists
- The required resources are available

Customer Support Manager

- Owns resolution of non-Account level issues
- Is responsible for ascertaining the business impact of the situation, based on your information
- Responsible for involving and escalating to the relevant Account Manager in necessary situations

Account Manager

- Responsible for your satisfaction once incident reaches him or her
- Works to ensure all parties are properly informed throughout the escalation
- Obtains additional resources, as needed

Application Support

- Begins and monitors technical resolution of issues
- Provides regular updates to Customer Support Manager
- Ensures solutions and workarounds are delivered in a timely manner
- Provides specialised technical expertise up to, and including, product code adjustments as required to satisfy contractual commitments

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- When, after working through our standard support processes and with our teams, the customer is not satisfied with the level or timeliness of service
- Or when there is tangible impact to the customer's production environment, or there is high risk to the business operations

What can I expect during an escalated status?

You and the relevant Yarris employee will collaborate and develop a communication plan. As needed, a technical plan of action will be co-developed to ensure resolution of the technical issue. Yarris will inform internal stakeholders, including your account team and executives, of case progress

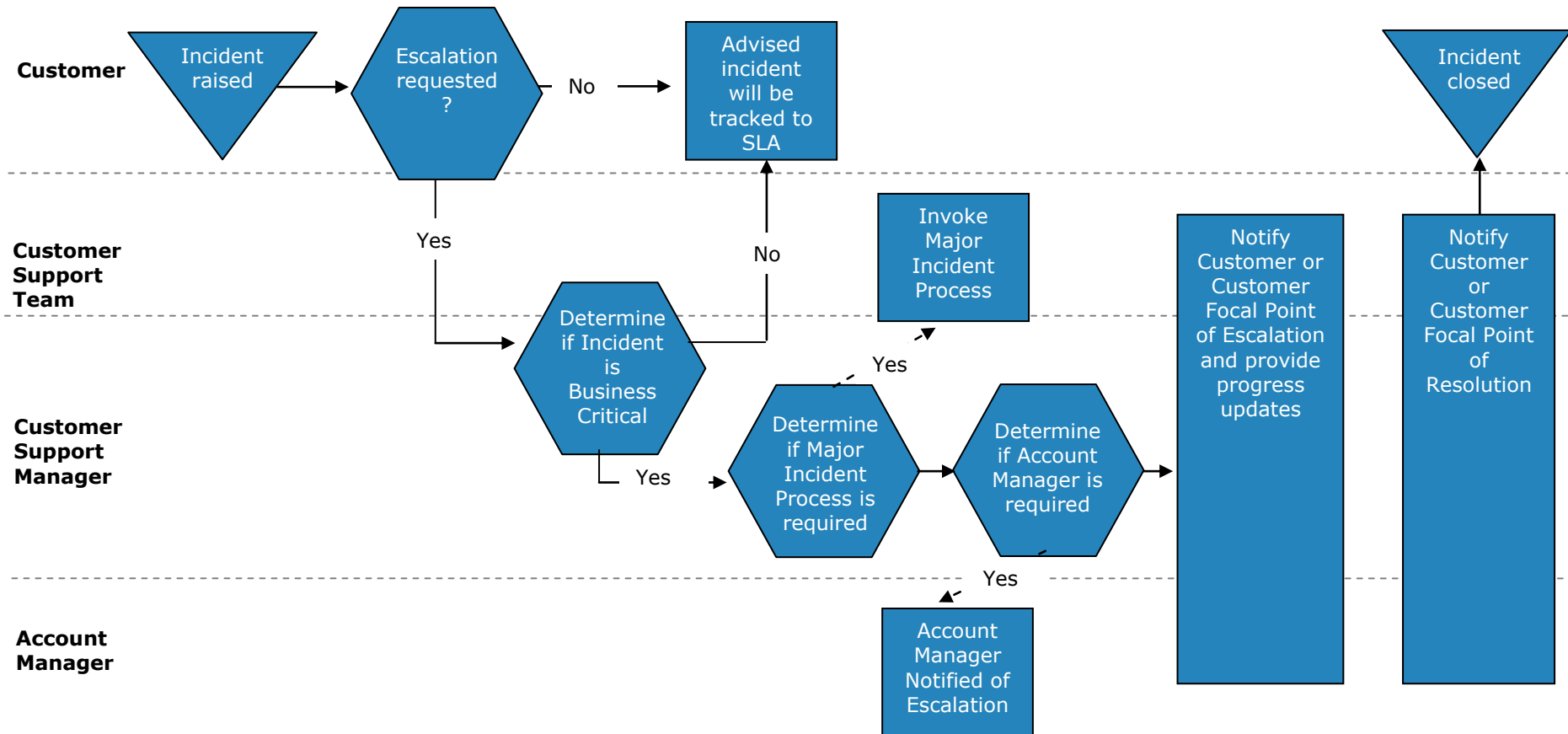
What criteria does Yarris use for closing my escalation?

An escalation will be considered closed if it meets one or more of the following requirements:

- 1.** The initially agreed upon objectives have been achieved
- 2.** A satisfactory monitoring period has elapsed without problem recurrence
- 3.** The escalation has been reviewed and agreement reached to downgrade the case severity level
- 4.** You have agreed that the issue is resolved
- 5.** A mutually accountable decision has been made that the issue cannot or will not be resolved and this has been communicated to all parties

As part of our continuous improvement process, your escalation will be documented and reviewed to help Yarris determine the steps that led up to the escalation and how recurrence can be eliminated. If you have any concerns about how your situation is managed, ask to speak to a Account Manager

The Process



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Customer Support Contact Details

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