Response Centre Locations

1. Perth

2. Kuala Lumpur

3. Melbourne
Response Centre Operations

• Recruitment of an additional dedicated Tester with the Response Centre in Perth

• Additional 3 Response Centre Consultants based in Melbourne

• Main focus of these additional resources is to reduce resolution timeframes and also the incidences of severity 3 issues
Alesco User Guides

• New role - Technical Writer

• The role is responsible for the ongoing maintenance of the Alesco User Guides

• The role is also tasked with the not insignificant challenge of reviewing and where necessary, re-writing the User Guides
Alesco User Guides

• User Guide Review Committee will be formed

• Expressions of Interest for the user community will be requested to participate on the Committee
Alesco User Guides

• Clients are able to raise a CSR’s with the type of ‘Documentation Update required’

• Use this CSR type to notify the Response Centre when they come across anything in the User Guides that may require a change or further clarification
Severity Definitions and Guidelines

- SLA Review commenced March 2011
- Users invited to participate in a working group
- Suggestions and feedback collated
- New SLA’s implemented September 2011
- Expansion of the criteria for severity 1 and severity 2 CSR’s
- Decreased resolution time for severity 3 CSR’s
Severity Definitions and Guidelines

Severity 1 – defined as a critical business impact for the majority of active employees:

Besides the basic critical issues of payroll not calculating correctly and issues preventing you from meeting bank deadlines, definitions now include Web Self Service software errors and meeting legal obligations.
Severity Definitions and Guidelines

Severity 2 – defined as a significant business impact for a considerable number of active employees now also includes ‘go live’ show stoppers including version upgrades.
Severity Definitions and Guidelines

We have also improved the resolution time frames for severity 3 and 4 CSR’s as follows:

Severity 3
- 65% resolved in less than 1 year
- 90% resolved in less than 3 years

Severity 4
- 60% resolved in less than 1 year
- 90% resolved in less than 4 years
Severity Definitions and Guidelines

Committee to reconvene in June 2012 with a view to being able to further decrease the resolution time frames
Severity Definitions and Guidelines

There will be some instances where a severity 3 or severity 4 is recognised as a bug, however the time to resolve it does not warrant the development effort. For example: - A severity 3 issue affects 1 employee, once a year and there is a simple 5 minute work around. Investigation has shown that it would take 6 weeks development effort to fix.

In these instances we will liaise directly with each client to close the CSR.
Severity Definitions and Guidelines

Clients often raise Problem/Error CSR’s where upon investigation these are shown to actually be of a General Enquiry type nature.

Given that these types of CSR’s are generally closed in a much shorter time frame, the Response Centre has recently introduced measures to track these CSR’s with a view to indicating these closures separately from true Problem/Error CSR’s.
Severity Definitions and Guidelines

Significant resource commitment by Talent2 to support outcomes of SLA Review
Client Support Handbook

• An update of the Customer Support Handbook is due to be released shortly containing the changed severity definitions and guidelines and other updates

• Also renamed to the Client Support Handbook
Client Support Handbook Update

We have replaced Appendix D, Payroll Checklist from a list of questions to a more comprehensive set of guidelines of what to check for when a critical issues occurs.

Examples of these guidelines in the updated Client Support Handbook include:
If RC806R is taking a long time to run, check RC922 report for a higher than normal number of records and the MIN_RETRO_DATE. Excessive retrospective processing may take the payroll longer to run.

If the payroll chain has completed but the results in RC831 are not as expected, i.e. “over inflated”, confirm RC804 has run and check all payroll report trace files to ensure that reports have completed successfully.
Bonus Payments not correct – check if the bonus payment is flagged as a one off payment in FC924 also check RG697 is run in the payroll chain and bonus code is set up as per White Paper on Taxation and Back Payments (Solution No 519899 in the Footprints Knowledge Base)
Numara Footprints

• We are currently going through the testing phase for an upgrade of Numara Footprints

• Go live with the new version is anticipated early in the New Year
Frequently Asked Questions

- Currently collating Frequently Asked Questions document
- Trouble Shooting
- Document will be available on Footprints Knowledge Base
Frequently Asked Questions

Issue

FD498 – Program Description - Debug messages appearing in FD498

Solution

Change CON_DEF FD498_DEBUG from ‘Y’ to 'N'
TeamViewer

• Spontaneous Remote Support
• Simple to run and use
• Highest Security Standards (certified to the DIN EN IS) 9001 Quality Management Standard and is as secure as in online banking (SSI) standards.
Teamviewer

• This product will be very effective when dealing with issues of a critical nature

• It will not be used for training purposes, purely as a diagnostic tool for investigation
Stats - July 2010 to June 2011 Opened CSR’s
Stats - July 2010 to June 2011 Closed CSR’s
CSR Stats

Summary for July 2010 to June 2011

CSR’s Received 2,962

CSR’s Closed 2,466
Questions?

kim.hanafee@talent2.com
Thank you