



What Does the CDC Praxa Service Centre Do?

1. **Providing a single point of contact** – our Service Centre contact details are 1300 054 396 or email ServiceCentre@praxa.com.au. Previously, customers have been ringing individual consultants, who may or may not have been available and may or may not have recorded the details of the customer issue. By contacting the Service Centre you will have:
 - A. A reliable point of contact who will record the case details in our Help Desk system, which will also generate a case reference number
 - B. Someone who will often be able to assist on the spot, but can direct the call to the appropriate person or organisation if they cannot. This means the customer’s favourite consultant can still be engaged if available, we can pass the call on to other knowledgeable consultants within CDC Praxa, and/or CDC Praxa will raise customer’s issue with 3rd parties such as Microsoft or Wennsoft when required.
 - C. A case manager monitoring the case’s progress to ensure the case gets resolved and available to discuss the case progress when required.
2. An annual fee is set at 6% of the license fees the customer has paid for the products to be supported. This is very competitive with our marketplace competitors. (Conditions Apply)
3. For the annual fee, you get unlimited access to the Service Centre – no more tracking pre-paid hours or worrying about escalating T&M support bills. (see note below).
4. The Service Centre is available from 8am – 6pm (Melbourne & Sydney time) on business days. Extensions to these hours are available subject to negotiation.
5. Introducing Service Level Targets. All calls will be assessed for Urgency and Impact to the business and then assigned a priority from 1 (Critical) to 5 (Low). Target response and resolution times are calculated based on the priority assigned.
6. Continuing to build a knowledge base to assist with the diagnosis and resolution of problems.
7. Having a “Key Contact” at the customer site. This person would be a product SME and central “gateway” for communications to and from the client about support issues.

NOTE: We do make a distinction between support and consulting. Basically, support is “break-fix” and is limited to the application software and any customisations or integration work CDC Praxa have performed. If the customer is asking for enhancements (eg. new or modified reports, changes to the way things work) or complex “how-to” questions (ie. something that will take >15 mins to explain) we will refer such requests to the relevant professional services team and they will not be covered under the support agreement (ie. they will be charged by the professional services team for any work they perform).



ABOUT CDC SOFTWARE AUSTRALIA | PRAXA LTD

CDC Praxa is one of Australia's leading and growing IT professional services solution providers. Operating since 1982, CDC Praxa has grown from 4 dedicated staff to over 250 specialists & consultants Australia-wide. With offices in Sydney, Melbourne, Brisbane and Adelaide, CDC Praxa delivers integrated end-to-end solutions that help organisations and Governments to align, customise and maximise their business operations.

A consulting services division of CDC Corporation Group, CDC Praxa is recognised industry-wide and has a solid reputation for providing business critical information technology management and consulting.

CDC Praxa is a **Quality Endorsed Company** having attained **ISO 9001** status confirming our commitment to the provision of quality services and to the continuous improvement of our processes. One of CDC Praxa's standout successes is our ability to combine the skills and experience of our dedicated staff with documented policies, procedures and methodology. CDC Praxa is also an endorsed federal government supplier and is on several Government Panel Contracts for NSW and VIC including the ICT Services Approved Supplier Panel Contract 2020.

Contact Us

CDC Software Australia Praxa Limited

Members of the CDC Corporation

Adelaide

38 Sir Donald Bradman Drive
Mile End SA 5031
Tel: 08 7423 0600
Fax: 08 8354 1477

Brisbane

Level 1, 1 Gardner Close
Milton QLD 4064
Tel: 07 3295 5700
Fax: 07 3369 0722

Melbourne

Level 2, 99 Coventry Street
Southbank VIC 3006
Tel: 03 9223 4300
Fax: 03 9223 4301

Sydney

Riverside Corporate Park
Level 1, 12 Julius Avenue
North Ryde NSW 2113
Tel: 02 8870 7000
Fax: 02 8870 7222

Email

enquiry@cdcsoftware.com.au

CDC Software Australia
www.cdcsoftware.com.au

Praxa
www.praxa.com.au

