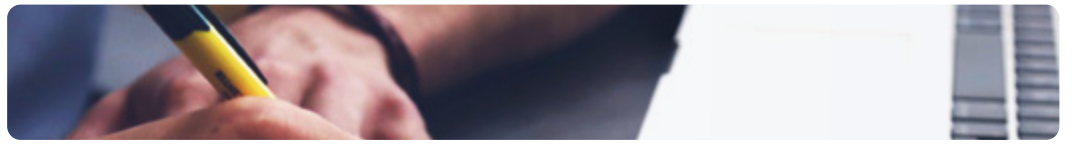




Welcome to the Onesys Group

Here are a few things we think you'll find **useful**





Welcome

A message from our Managing Director

On behalf of the entire Onesys Group, I'd like to take this opportunity to **welcome you as a new customer**. We are thrilled to have you with us.



At Onesys, we pride ourselves on offering our customers responsive, competent and excellent service. Our customers are the most important part of our business, and we work tirelessly to ensure your complete satisfaction. Furthermore, we have strength and experience across our group which is second to none.

As a Onesys customer you can now utilise that experience to your advantage, so please feel free to ask if you need advice or guidance on your systems; whether that is to tackle a current business issue or to help with your future IT strategy.

We've been going for over 30 years and we still retain many of our original customers. We now look forward to providing many years of quality service to you!

Best Regards

Richard Knowles
Managing Director



How do you contact us for help?

Our Standard Opening Hours

Monday to Friday 9am to 5pm
(excluding Public Holidays)

Telephone

01423 330 335
(Option 2)

Email

Email your queries to support@onesys.co.uk and a ticket will be logged in our Support system, Freshdesk. This automatically generates a ticket number which can be used until your query is resolved.

Customer Portal

Contact support@onesys.co.uk to get access to the Customer Portal on Freshdesk. The portal will show you all your tickets and FAQ's that might answer your query straight away.

Account Manager

Your Account Manager's details are on the final page of this document.





What you can expect from us

- We will be friendly, polite, helpful, attentive and considerate at all times
- Provide you with accurate and clear information
- Use plain English and try to avoid using jargon or technical terms
- We will maintain all appropriate accreditations so that we can continue to support you effectively
- Be open and honest about what we can and cannot deliver
- We will look after your data in accordance with GDPR
- You will be able to give us feedback on our services by making suggestions, comments and/or complaints – you will find our Key Contacts on the next page
- Get back to you when we say we will. For Support issues, we do this through our Freshdesk system.

Details of our Service Level Agreement can be found here:

<https://www.onesys.co.uk/software-support/support/service-level-agreement/>

What we expect from you

- Nominate your key points of contact
- Let us know if any of these contacts change
- Ensure you treat Onesys staff with respect
- Keep us updated of any changes to your IT infrastructure
- Look after your passwords and data
- Settle your invoices within the agreed payment terms





Key Contacts

If we do fall short of the high expectations we set for ourselves, you need to know who to contact. **Please contact our key personnel** that will happily discuss any challenge you are experiencing.



Mick Lowe

Head of Customer Service who manages our Support operation
mick.lowe@onesys.co.uk



Chris Coates

Project Team Manager with responsibility for Project delivery
chris.coates@onesys.co.uk



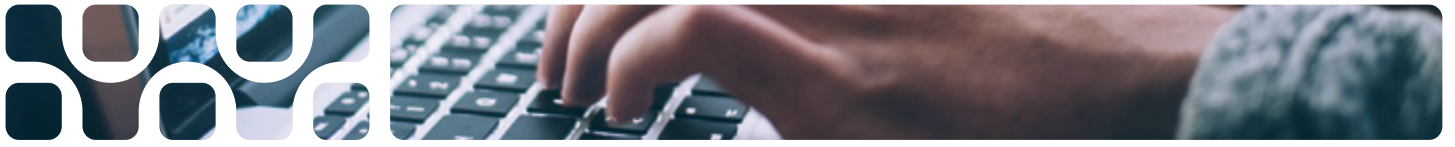
Laurie Pottage

Sales Director who has our Account Managers as part of his team
laurie.pottage@onesys.co.uk



David Pullan

Operations Director who looks after pretty much everything else
david.pullan@onesys.co.uk



What else can we do for you?

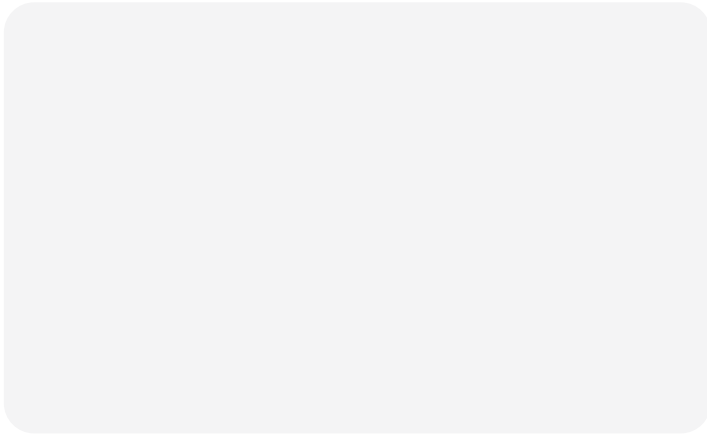
Are you still managing parts of your business on **spreadsheets**?
Are you making the most **effective use of the software** you already have?



Contact your **Account Manager**
to see if we have a solution for you.



Your Account Manager is:



Our Locations

York Office

Systems House
Main Street
Little Ouseburn
York
YO26 9TD

Birmingham Office

Suite F2,
Old Bank Business Centre
43-45 Church Street
Darlaston
Wednesbury
WS10 8DU

Newcastle Office

Dissington Enterprise Hub
Dissington Hall
Dalton
Newcastle
NE18 0AD

Bradford Office

Bizspace
Albion Road
Bradford
BD10 9TQ

Mansfield Office

Ransom Hall
Ransom Wood
Mansfield
NG21 0ER

Coventry Office

The Techno Centre
Coventry University
Technology Park
Coventry
CV1 2TS

London Office

81 Oxford Street
London
W1D 2EU



onesys

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info@onesys.co.uk
www.onesys.co.uk