

Arbor Customer Experience Charter

What to expect when engaging with us



Version history

Version	Date	Changes
1	23.1.23	Document published
2	19.7.23	Phone numbers updated


Our commitment

At Arbor we strive to deliver an outstanding customer experience through every interaction we have with you. Whichever way you choose to engage with us, our commitment is to ensure that you have a consistent world-class experience.

We do this by keeping pace with the changing way in which schools need support and through investing in the latest support technology. This document outlines how we deliver our customer experience and what you can expect when you engage with us.

Contacting us and leaving feedback

The table below explains the different ways customers can contact us:

Area	Channel	Business hours	How to use
Support	Arbor Help Centre	24/7/365	Customers can access guides and troubleshooting articles whenever they need to on our Help Centre. We keep the Help Centre up to date with all of our latest releases
Support	Webchat	Mon-Fri 8am-5pm*	You can chat with one of our UK-based advisors directly from either our Help Centre or within the Arbor MIS wherever you see 'Chat  '
Support	Webform/email	Mon-Fri 8am-5pm*	A web form collects relevant information, meaning we can support you quickly. Click 'Contact Us' in the top right of our Help Centre, or the 'I'm still stuck!' button at the bottom of a Help Centre article. This will come through to our team as an email

Support Phone support Mon-Fri
8am-5pm*

Our main line - 020 3835 4025

Primary direct line - 020 3835 4036

Secondary, Special, MAT direct line - 020 3835 4047

Advanced Support - Available on request when purchased

Support	Status page	24/7/365	Our status page provides you with a real-time view of MIS Platform availability including details of any maintenance. It's useful to subscribe to this page as you will then be proactively notified of updates regarding MIS Platform status via email
Account mgt	accountmanagers@arbor-education.com	Mon-Fri 8am-5pm*	accountmanagers@arbor-education.com Email the above address for help with contract queries or upgrade/training requests
Billing	billing@arbor-education.com	Mon-Fri 8am-5pm*	billing@arbor-education.com email the above address for help with billing enquiries
Training	training@arbor-education.com	Mon-Fri 8am-5pm	Please ask you account manager for access to our training hub. It has lots of information about our training courses, and a library of free content.
Product roadmap	Public roadmap	24/7/365	Our public-facing roadmap enables you to view and leave feedback on the areas where we are developing our MIS
Billing	Guide to billing	n/a	This document outlines how our billing works and how your bill is calculated. It also outlines how changes to contracts will be

managed.

Business hours are 08:00 - 17:00 Monday to Friday excluding bank holidays. Note we may also reduce business hours during school holiday and internal training days. Customers will be notified in advance.

Key Performance Indicators (KPIs)

The table below outlines our target response and resolution times for when our users contact Arbor Support. All interactions with support are logged on Zendesk, our ticketing system, and are fully reportable. Support interactions are categorised by type and impact, and we follow the ITIL framework. Categories are:

Incident: A material defect, fault or impairment in the MIS, an unplanned interruption to service or reduction in quality of service.

Service Request: A request from a user for information, or advice and guidance

Incidents are assigned a priority based on impact as outlined in the table below with target response and resolution times:

Incident Type	Description	Response Time (Working Hours)	Target Service Level	Resolution Time (Working Hours)	Target Service Level
Urgent	Complete system failure. MIS wide inability to perform any key activities, i.e. take a register, access the system	1hr	95%	2hrs	90%
High	A key system is not	4hrs	95%	1 working day	90%

	functioning, causing high impact to the operating system. There is no work around or manual process				
Normal	An issue that impacts non critical activities but is time critical. The issue can be resolved by a workaround or manual process.	8hrs	90%	10 working days	80%
Low	An issue that has low impact and has a suitable workaround available. It is not time critical	8hrs	N/A	Low incidents will not be prioritised for individual resolution but will flow into our problem management process	N/A

All **service requests** are assigned the same level of priority and will be managed using the following target response and resolution times.

Type	Description	Response Time (Working Hours)	Target Service Level	Resolution Time (Working Hours)	Target Service Level
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Service Requests or questions	System usage assistance is required on general queries that are not a consequence of system failures	24hrs	90%	10 working days	80%
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Major Incidents

In rare instances, urgent incidents (for example whole platform outages) warrant additional customer communications and follow-up. These are called major incidents.

Arbor take the following actions in the event of a major incident:

- We aim to send regular customer updates in line with the Urgent Incident Target SLA of 1 hour. Updates will be sent via email or in the MIS application
- We aim to update our status page at regular intervals in line with Urgent Incident Target SLA of 1 hour
- Once the incident is closed (resolved) we aim to have a publicly available Post Incident Report (PIR) within five working days. The report covers a timeline, root cause and corrective action plan

Escalation

We will always endeavour to resolve your concerns as soon as they arise. If this hasn't been possible and you wish to escalate your concerns, the below escalation path is available. We require 48 hours to be able to effectively investigate and respond before the next level of escalation in each case.

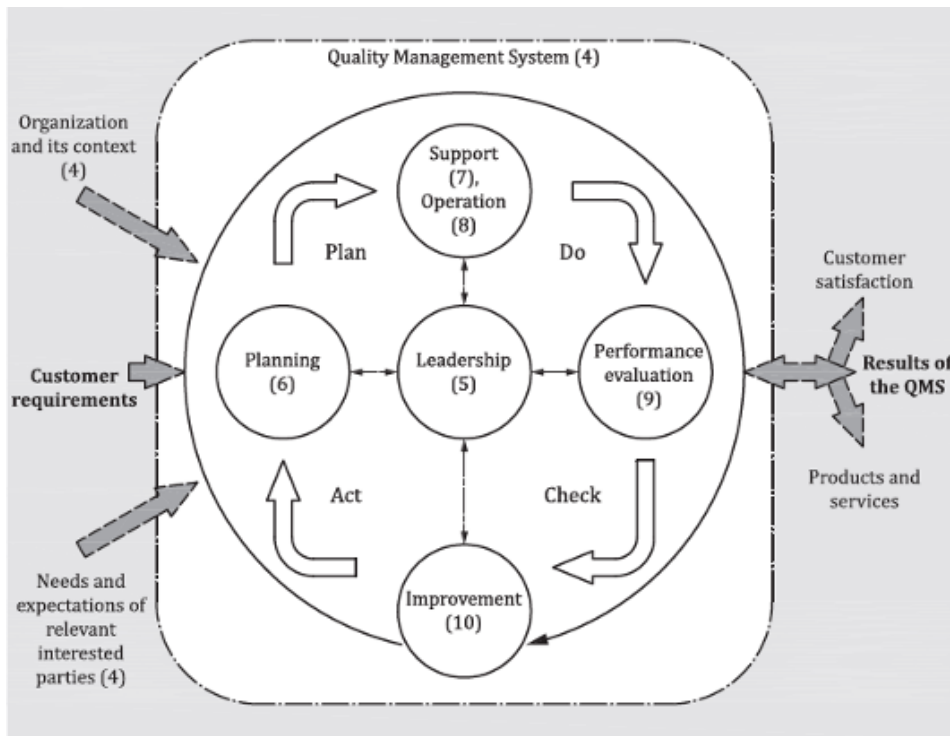
- **Stage 1:** Team Leader
- **Stage 2:** Head of Department
- **Stage 3:** Chief of Customer Success

[Please click here for full details on our Complaints Policy](#)

Continuous Improvement

Continuing to develop our customer experience is important to us and, as such, we adopt a quality approach to a continuous improvement lifecycle. We are also ISO9001 Quality Management Standard accredited.

The operating cycle is explained in the diagram below:



Outputs of our continuous improvement lifecycle include regular reviews of **customer satisfaction data**. We ask for customer feedback when customers interact with us at the following points:

- Support interactions
- Post-customer training
- Post-onboarding

- Net Promoter Score (once per term)

All customer satisfaction survey data is reviewed and fed into improvements to both our processes and our product roadmap review cycle.

Root cause analysis is a process which enables us to continuously improve. Support data is reviewed on a weekly and monthly basis with a view to identify trends and opportunities to remove the underlying cause of multiple incidents/support tickets. This process is called Problem Management. Problem tickets are raised either when the root cause of an incident is known or unknown. Problem tickets are prioritised by the support team according to impact and urgency and tickets are added into engineering sprints for deployment at regular intervals.

We also want to ensure you make the most of your MIS. We monitor customer health by tracking the following:

- Your usage of product features
- Risk (if you have raised any customer complaints or escalations)
- Interactions with support (if you are raising a higher than average number of support tickets)
- CSAT scores (making sure you are happy with the service received)

We use this data to help to determine overall health and our systems will flag to your account manager if any of these indicators are below expected levels. This enables them to create an intervention plan to help you get back on track.

Account Management

Our UK-based Account Management Team is here to help ensure you get the most of your contract with Arbor and support you with any commercial queries.

You should be offered a regular review of your account with an account mgr to cover:

- Past and future product releases

- Customer satisfaction scores for your account
- Support performance (KPIs)
- A review of your account health and opportunities for improvements
- Training opportunities

You will also be sent data at regular intervals showing you a snapshot of your MIS usage with the aim of helping you identify areas of the system which may be of further use to you.