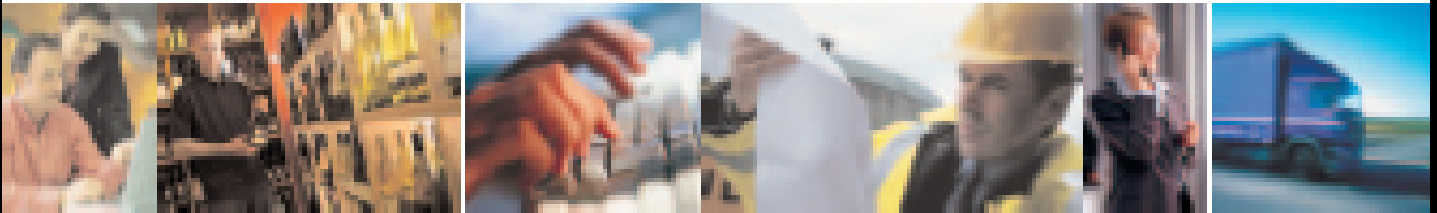


PYRAMID

HUMAN RESOURCES LIMITED



Maintenance and Support

As part of our ongoing commitment to our clients, we provide a number of ways that support is provided.

Telephone Support:- Clients have access to telephone support for all modules of the system. The support desk is manned by ex-HR and Payroll professionals who understand the queries and assist immediately. Over 90% of support calls are closed within the initial telephone call.



Dial Up Support:- With technology today we operate a number of dial up facilities including Citirx, Terminal Services, PC Anywhere to name but a few. We suggest clients provide these facilities to allow us to see what clients need support on at time of call.



On-Site:- In the event of being unable to resolve over the phone or through dial up communication, an engineer will attend site to resolve the situation. This is a last resort method, however we always make sure that engineers are available to assist. We strategically have our support team in Honiley, Kenilworth which is central to motorway network (M6, M5, M1, M40, M42, etc.) and Birmingham Airport (if airport close to client site).



Together with day to day support, we also attend site to carry out upgrades and ensure systems are up to date with legislation and system changes.

