

Agresso Education Support

The assistance to keep your Agresso Education solution running

As a business-critical system, it is vital that the day-to-day operation of your Agresso Education solution, from UNIT4, is as efficient as possible. It must also continue to meet your business needs and be available when you need it to be.

We have two key service offerings, Application Support Service and Technical Support Service, to help you achieve the levels of performance and continuity your business requires. We pride ourselves on delivering friendly, professional, effective assistance via our UK-based support centres to enable customers to gain the maximum benefits from the your Education solution.

A highly skilled team

Our Support services are delivered by highly skilled and motivated Support Consultants whose aim is to help you resolve any queries or issues you may experience with your Education solution – quickly and efficiently.

Our Support Consultants combine a wealth of expertise to help you. In particular they have:

- broad experience and understanding of the real-life situations in which our Education solutions are used
- in-depth knowledge of each application and module
- extensive know-how in identifying, diagnosing and solving application and technical issues
- access to other product experts throughout the organisation
- target guidelines within which we aim to respond to calls
- the authority to take ownership of your support call
- the commitment to providing ongoing communication and updates to you regarding the status of your call if it cannot be resolved immediately.

There are several ways to get help from our Support teams:

Secure Support website

Available 24 hours a day, 7 days a week our web-based Service Desk system enables you to log new calls, track progress, add additional information, and close calls.

Log calls via e-mail

Our special support e-mail address is support.education.uk@unit4.com.

Contact us by phone

Seek updates on progress by simply calling 01792 524555.

Continuous software improvements

As an Application Support customer, you will also receive free access to all the continuous improvements we make to our Education solutions, such as new functionality releases and patch updates.

Technical services

In addition to the Application Support Service, we offer a series of additional Technical Support Services, complementing or replacing your own in-house ICT function – either on a short-term or ongoing basis*.

*Please refer to the [Technical Support Services flyer](#) for more information.

Contact Us

For further details about our Educations solutions support, please contact us on:

T: 01275 377205

E: info.uk@unit4.com

www.unit4software.co.uk

About UNIT4

UNIT4 is a global business software company that creates, delivers and supports adaptable business software and services globally to help dynamic organisations manage their business needs effectively. We aspire to set the global standard for business software that helps dynamic organisations to embrace change simply, quickly and cost effectively. We have a broad portfolio of solutions that address different markets, requirements, technologies and types of organisation.

With offices in 13 European countries, as well as 6 countries across North America, Asia Pacific and Africa and sales activities in several other countries, a revenue of €393.6 million was realized in 2008. UNIT4 is headquartered in Sliedrecht, the Netherlands. The company has around 3,450 employees.

The Group incorporates a number of the world's leading change embracing software brands including Agresso Business World and CODA financial management software.

For service-intensive organisations, the Agresso Business World ERP suite is widely acknowledged as the business software solution that delivers the lowest Total Cost of Change. This is achieved thanks to its VITA™ architecture which allows for ongoing, post-implementation changes without the typical external IT costs and services that can cost firms huge sums of money each year.



UNIT4 headquarters

CODA, our best-of-class financials brand, offers mid- to large sized organisations around the world financial management, analysis and business process management. CODA solutions are differentiated by its LINK™ architecture that provides financial executives a 'no compromise' approach to application change management by allowing business systems to be added or changed and easily integrated into the most dependable enterprise financials solution on the market.

www.unit4software.co.uk

UNIT4 Business Software Limited

Registered UK Addresses

St. George's Hall, Easton-in-Gordano
Bristol BS20 0PX, United Kingdom

T +44 (0) 1275 377200 **F** +44 (0) 1275 377201

E info.uk@unit4.com

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Cardale Park, Beckwith Head Road
Harrogate HG1 1RY, United Kingdom

T +44 (0) 1423 509999 **F** +44 (0) 1423 530525

E info.uk@unit4.com