Support

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1 Support

1.1 Raising Incident Reports

All incidents or requests for information are raised through the OBS Logistics Helpdesk, either as an email to them or calling the number provided. The email template below shows the information that needs to be provided - several items have already been filled in for SM Fleet.

Email: Helpdesk@obs-logistics.com

Tel:0845 609 5900

💡 **Note:** Only blue fields need to be entered - all other data has been pre-entered.
This can be copied from this page and pasted into an email.

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Helpdesk@obs-logistics.com Please raise a new OBS support incident for the following:	
PRIORITY	(1-Critical, 2-Low, 3-By Due Date)
CONTRACT	SMF (SM Fleet Limited)
PROJECT	EPOD
SITE	.
JOB	EPOD
PRODUCT	EPOD
QUEUE	epq
CALL REFERENCE	
CALL SUMMARY	
CONTACT TEL	
CONTACT NAME	
CALL DESCRIPTION	

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1.2 OBS Support Process

When the incident has been created, the OBS Logistics team will be informed by email and the next available member of staff will pick up the issue. The client will be contacted directly at that point.

Service levels are related to the incident priority, and are as follows:

Priority	Description	Helpdesk Response	Workaround/ Resolution
1	Critical Issue: A complete failure of the supplied system affecting a significant part of the operation. There is no workaround available.	30 Mins	4 Hours
2	Low: Non-urgent problems, user agrees low priority.	30 Mins	10 working days
3	By Due Date: An incident that has been resolved with a workaround, awaiting a permanent fix to be applied		Outside SLA

Working hours for the SLAs are 9:00am to 5:30pm Monday to Friday excluding public holidays.

All connectivity and support information is held encrypted on the OBS Logistics shared network. The document is in

```
P:\EPOD\Support\ITG C3PL-M Support v1.0.docx
```

Please contact your team leader for access.

 Warning: This document contains secure connection criteria and passwords relating to our customers' networks. This must not be printed or left accessible to anyone, internal or external to OBS Logistics.

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