

WEALTH KNOWLEDGE CENTRE

IRESS' experienced support team deliver technical and functional support via phone and remote technology.

TELEPHONE SUPPORT

First level telephone support for technical, functional and navigational queries with the Spotlight product suite.

Cost

R 72.00* per 15 Minutes or part thereof. First 15 min billable in full.

* The costs associated with this support level are determined by your Spotlight contract and the service platform you subscribe to.

REMOTE SUPPORT

Remote technology support involves IRESS staff accessing your site via the web, to provide quick and efficient hands on query resolution ensuring minimal downtime. This facility enables us to support your office without having to send our technical specialists to your site, making it cost effective and productive for both our clients and our staff.

This is our preferred method of support. We resolve over 90% of support requests using our secure remote control software.

The costs associated with this 1st line support are determined by the service platform a client subscribes to. Depending on your Spotlight contract, the charges below could be applicable to this service.

Cost

R 72.00* per 15 Minutes or part thereof. First 15 min billable in full.

*The costs associated with this support level are determined by your Spotlight contract and the service platform you subscribe to.

ONSITE TECHNICAL CALL OUTS

Initiated when telephone and remote support are unsuccessful, a technical representative visits your site to facilitate issue resolution. This support is provided by an outsourced technical support company.

We monitor service levels and delivery of this support to ensure they meet our high standards.

Cost

On site support R 368.00 per hour or part thereof. First hour billable in full.

Travel time R 313.00 per hour or part thereof. First hour billable in full.

Travel km R 2.92 per kilometre.

Note: Knowledge centre staff are not licensed financial planners and cannot legally offer financial planning training or advice.

SOUTH AFRICA

Johannesburg | +27 11 575 0040
Cape Town | +27 21 657 8800
Durban | +27 31 203 7500

AUSTRALIA

Melbourne | +61 3 9018 5800
Sydney | +61 2 8273 7000
Brisbane | +61 7 3011 4700
Perth | +61 8 6211 5900
Adelaide | +61 3 9018 5800

ASIA

Hong Kong | +852 3965 3341
Singapore | +65 6672 6288

CANADA

Toronto | +1 416 907 9200

NEW ZEALAND

Auckland | +64 9 300 5571
Wellington | +64 4 462 6850