



Richmond ServiceDesk Customers with a valid Support+ agreement are entitled to receive technical support and product updates. This document defines the products and services covered.

Richmond ServiceDesk Support+ agreement

The Support+ agreement provides the following services:

- All product updates, including minor and major version releases, within the period of the agreement
- Technical support via Customer Service Portal, email and telephone between the business hours of 9.00 a.m. and 5.30 p.m. (excluding weekends and Bank Holidays)
- Four-hour response SLA for any support request that cannot be dealt with immediately
- Priority response (within business hours) for total interruption of ServiceDesk operation
- Remote support provided via Team Viewer
- On-site support where necessary (additional charges may apply for on-site support)
- A dedicated Customer Zone account with access to guides, knowledge articles and installation file downloads, and delivered through the Richmond Customer Service Portal (example below):

RICHMOND CustomerPortal richsys (gabriel) Logout

Welcome to our Download Centre
Please read the information below and select the relevant option

You must read the **Upgrade Guide** and **Richmond V12 Release Notes** BEFORE you upgrade. Both of these documents can be downloaded from the links below

Please create a full backup of your SupportDesk database BEFORE proceeding with any upgrade. Richmond Systems cannot be responsible for any data loss resulting from an upgrade.

Please take the time to familiarise yourself with the new features in the release.

[View Richmond V12 Release Notes](#)

[View the Upgrade Guide](#)

[Brief Overview of 'What's New'](#)

The latest build is **12.0.0.2** updated on **21-09-2017**

[CONTINUE WITH DOWNLOAD](#)

SQL 2008 Incompatibility
Please beware in this version we no longer support SQL 2008, so please make sure you have SQL 2012 R2 or above prior to upgrading

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Richmond Systems Technical Support

A Richmond ServiceDesk Support+ agreement provides technical support via Customer Service Portal, email and telephone. The Richmond Customer Service Desk is operated by technical staff with backgrounds in network management, desktop support, technical training, ITIL and many years of providing remote and onsite technical support. The Richmond Service Desk has direct access to second and third-line (development) level support.

The Service Desk uses Richmond ServiceDesk software to manage and fulfil customer support requests, utilising the Customer Service Portal (<https://www.richmondsys.com/customerportal>) and email (support@richmondsys.com) to allow customers to raise, update and track their support requests. Automatic email notifications are sent to customers informing them of details such as summary, request ID and the Specialist currently assigned to the request.

Support is provided from our offices in Haslemere, Surrey. If we need to investigate an installation we usually initiate a remote connection into the customer's site, which enables technicians to accurately diagnose, investigate and carry out the necessary steps to resolve issues.

Where support calls are identified as urgent e.g. service interruption, then these are marked as P1 (Urgent) and given immediate attention at whatever level is appropriate (first line, second line, development, or customer service).

We operate a first/second/third line support desk where support requests are categorised as follows:

- First line: "How to" questions and initial investigation of program errors (bugs)
- Second Line: Environmental issues, program error analysis and anything else affecting system performance escalated from first line
- Third Line (Development team): Bug fixing, complex environmental issue investigation, services such as database scripting, and authorised feature changes/development

Richmond support staff have access to a comprehensive test environment, which enables them to test and replicate customer issues quickly and accurately. Dedicated Active Directory, SQL and IIS servers are maintained on this network to provide the Service Desk staff with the ability to closely replicate issues and environments.

Customer are encouraged to submit what they believe to be faults within the product directly to the Service Desk, this approach allows the support team to identify whether or not the reported issue is a fault and take the relevant action. We cannot guarantee that the ServiceDesk applications will be error free, however when a software bug is reported we quickly attempt replicate to the issue and then categorise as to whether it is a software fault (bug), environmental issue or an issue that has been caused through configuration (e.g. a settings conflict). Software faults are fixed and typically resolved through provision of a DLL, script or new build. In some cases, bugs are released in subsequent build or version releases.

All departments within Richmond have access to the Service Desk, ensuring that customer and support records are immediately available to account managers, developers and consultants.

Richmond Systems Product Development

A Richmond ServiceDesk Support+ agreement provides all product updates, including minor and major version releases, within the period of the agreement. This allows customers to benefit from new feature development, product enhancements and error correction (bug fixing).

In addition to maintaining the system, we invest substantially in moving the product set forward. In 2014, Richmond released a new web architecture, which was designed as a platform for the future delivery of service desk web applications based on Richmond's ITIL functionality developed over the years. The first product release in this architecture was Richmond ServiceDesk version 9, which delivered full client functionality through web browsers and removed any dependencies on the Windows Client.

The next major release using the new web architecture was Richmond ServiceDesk version 10, which introduced a brand-new customer service portal as well as a number of enhancements across the products core incident, problem, change and asset management functions.

In Richmond ServiceDesk v11 we introduced an exciting new Customer Portal Workflow technology, which allows service teams to replicate their support processes on-line. Version 11 saw the fastest new version take-up to-date, which was pleasing from a development perspective as it demonstrated that our product development strategy is in-line with industry demand.

The latest major software version was Richmond ServiceDesk version 12, which was released in September 2017. In addition to a number of feature additions and enhancements across the product set, this release introduced the new Report Generator and new design options for the Customer Service Portal (CSP), which allows business users to rapidly create content-rich support portals without any prior programming or website design experience.

Richmond's roadmap for future development is designed to ensure that we continue to develop feature enhancements across all ServiceDesk functions, including incident & service request management, problem management, change management, asset management, customer service interaction, reporting, interoperability and personalisation of user interface. Product development is also tasked with maintaining trouble-free product operation across supported browsers.

Future releases will continue to address the requirements for ITIL functionality and mobile accessibility of the Richmond ServiceDesk solution. With any new release, there is a development focus, and our current focus is on mobile device deployment of the Specialist Web Interface, and simplified interfaces for technical users that don't require access to full product functionality.