

Public Sector Software Ltd Customer Charter

What you can expect from us:

Service Provision

We provide more than just software to manage your play requirements. Our expertise in the industry includes:

- Data entry
- Risk assessment
- Accessibility audits
- Inspections service
- Assistance with your strategy

Help and Support

We provide a full range of help and support between 08:30 and 16:00 Monday to Friday (excluding public holidays).

Phone: 01926 800800

Email: sbull@pssltd.co.uk

Internet: www.playsafe.com

Emergency Call Out Response

If a reported problem cannot be solved by telephone/email, we will provide, within forty-eight hours a consultant at the customer's premises to investigate and, if possible, solve the problem. The daily rate will be £850 plus out-of-pocket expenses such as accommodation, subsistence and travel.

Advice

Our in-house specialists have a wide knowledge of the play industry specifically but also the public sector and asset/inspections management:

Trevor Baker has worked in the software industry for 30 plus years, designing, developing and installing systems for every section of the public sector.

Margaret Baker holds over 10 plus years experience in the play industry having worked closely with both the API and RPII as Membership Director at The Sports and Industries Federation.

David Gent holds experience in the sales and marketing arena as well as bringing play industry knowledge from a major play manufacturer perspective.

Our Development Team have also worked in the public sector for many years and understand councils requirements and restrictions in relation to software applications.

Our whole team is committed to ensuring best practice and good value are provided to all customers. Dedicated marketing, training and data entry resource ensure this.

We maintain excellent communications with the major manufacturers of play equipment and organisations involved in the world of play including:

- API
- RPII
- HSE
- ILAM
- RoSPA
- NPFA
- Lappset
- Kompan
- Sutcliffe

www.playsafe.com holds contact information for these organisations. We often obtain information before it is widely known, so if you have any questions, please call us. We would be delighted to assist.

Training

We are committed to ensuring our customers get the most from PlaySafe and StaySafe. We offer a wide variety of tailor-made training including:

- Initial training
- Upgrade training
- Refresher training (initial session up to 8 weeks from installation FOC)
- Training workshops
- Council-specific courses
- User Group meetings (held Bi Annually)
- Online assistance (24/7 via www.playsafe.co.uk/users/training)

Hardware and Software

We strive to take advantage of the latest technology. We listen to our customers and are constantly updating and improving PlaySafe/StaySafe to take account of your changing requirements.

The logo for Public Sector Software features the text "public sector software" in a lowercase, sans-serif font. The text is positioned on the left side of a blue rectangular background that tapers to a point on the right side, creating a triangular shape. The background is a gradient of blue, darker on the right.

public sector software

As a software provider we understand that occasionally hardware issues may cause problems for our users. Wherever possible we will endeavour to help to be the best of our abilities, but we are not under any obligation.

Price

We believe in a pricing structure that is competitive and fair. We are committed to providing ongoing service support and improvements. We charge on an annual licence basis ensuring ongoing value and communications are maintained. The annual licence covers use on any number of computers.