



## RFP 2020-65 - Electronic Agenda Management Solution

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### Response to Request for Proposal

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## Table of Contents

<b>Table of Contents</b> .....	<b>2</b>
<b>Support</b> .....	<b>3</b>
<i>Go Live Support and Coaching</i> .....	3
Unlimited Coaching Sessions .....	3
Dedicated Go Live Support .....	3
<i>Online Resources and User Forums</i> .....	3
Monthly How-To Webinars.....	3
Customer Community Portal (CCP) .....	3
<i>Realtime Technical Support</i> .....	4



# Support

## Go Live Support and Coaching

### Unlimited Coaching Sessions

In addition to end user training, you will have unlimited access to your dedicated Account Manager for both ad-hoc and scheduled +coaching calls up to 30 minutes in length, who can answer questions and provide targeted training to key staff ensuring your ongoing success.

### Dedicated Go Live Support

In order to ensure that your first meeting gets off to a strong start, your eSCRIBE Champion will support you through agenda prep and conducting and recording your first live eSCRIBE meetings to ensure administrative users are comfortable with all aspects of the meeting lifecycle.

## Online Resources and User Forums

### Monthly How-To Webinars

We also run monthly webinars on topics as requested and voted on by customers offering how-to instructions and time saving tips to help users get the most from eSCRIBE. Sign up for one or as many as you like.

### Customer Community Portal (CCP)

To further empower our customers, the CCP can be used to submit and track support tickets. There is also a forum within it to communicate and share product ideas directly with the eSCRIBE product management team and collaborating on meeting “best-practices” with other eSCRIBE customers. Some key features of CCP include:

- **Access Knowledge Base** – a library of user reference, manuals and help guides
- **FAQ section** – “How-to” guides and technical trouble shooting assistance
- **Customer forum** – Chat with other eSCRIBE customers and learn from each other
- **Feature requests** – Submit ideas to eSCRIBE and vote/comment on proposed features from other users
- **Latest announcements** – including product release notes, promotions, company updates
- **Videos** – instructional videos for apps and various eSCRIBE features



## Realtime Technical Support

We are very proud of our solution, but even prouder of our post sale relationship with our customers.

Our support team is just a few clicks or call away and prides itself on their responsiveness and knowledge of both eSCRIBE and the meeting processes we support.

eSCRIBE customers can access our support in three ways:

- Customer Community Portal
- support@escribemeetings.com
- 1-855-299-0023

Standard support hours are from Monday to Friday, 8am to 8pm local time (Video support 24hrs) excluding statutory holidays. Emergency and extended support are available by request. Key features of Technical Support include:

- Online access to eSCRIBE's trouble ticketing portal to log and update service requests, communicate directly with support personnel and access eSCRIBE's online technical repository
- Live answering and monitoring of customer tickets during regular support hours.
- Unlimited technical assistance by telephone or electronic mail for designated individuals
- Provide any updates to eSCRIBE software and its documentation automatically at no additional charge.

eSCRIBE includes support as part of our subscription agreement so there is not a separate support plan required. eSCRIBE provides a live answer help desk which is nominally located at our office in Markham Ontario but during the current COVID-19 pandemic is manned by remote working staff located at their home offices in York and Durham Regions. The help desk operates from 8 AM to 9 PM Monday to Friday with additional callback services from 9PM to 11PM and 7x24 callback for video support. eSCRIBE leverages a ZenDesk Trouble Ticket system for tracking and escalating issues. Most issues are resolved in a single call with an average Mean Time to Resolve of less than 20 hours. Calls if not answered immediately, are generally returned with 20 minutes, based on tracked statistics. The detailed escalation procedures are shown in Schedule B of the Sample Subscription Agreement included as Appendix A of this RFP response

All eSCRIBE support infrastructure is located in Ontario. The help desk has a staff of four and eSCRIBE also has a two person account management team. The City will be assigned an Account Manager as the system goes live and that will be an escalation point-of-contact who will also provide go-live support, manage maintenance window communications, provide new feature walk-throughs and webinars.

As a SaaS offering, clients are always using the current version and temporary fixes are not applied, nor are they usually necessary. Minor updates includes



fixes, security or performance enhancements, occur monthly with the process and communication being detailed in Schedule B of the Sample Subscription Agreement included as Appendix A of this RFP response. Major feature releases are scheduled between two and four times per year.

This is an IT lite solution. Generally there is no IT involvement past initial setup. This is an application for the Clerk's department and is supported directly by eSCRIBE.

eSCRIBE's Client Portal allows for the submission of feature requests in a public forum. Other municipalities can vote on those suggestions and those with greater support or alignment with current roadmap plans will be escalated faster into the product development process for review, scoping, consideration and, if approved, release planning.