IT Hypercare Support

Version: 240425

VINARCHY
REDEFINING WINE

Hypercare Scope

WHAT

A **period of heightened support and monitoring** to proactively **address issues**, **facilitate user adoption**, and ensure the new solutions operate effectively in the real-world.

E.g.,

- ✓ Can't log into your laptop or email
- ✓ Can't view/action what you need to do for your role in an application

Does not include things such as:

- ✗ Password reset (by using the self-service password reset link) or phishing email
- ✗ New report request
- ✗ New starter or site access request
- ✗ Application or IT equipment request

WHY

To ensure a smooth transition from project implementation to ongoing operations for the approx.:
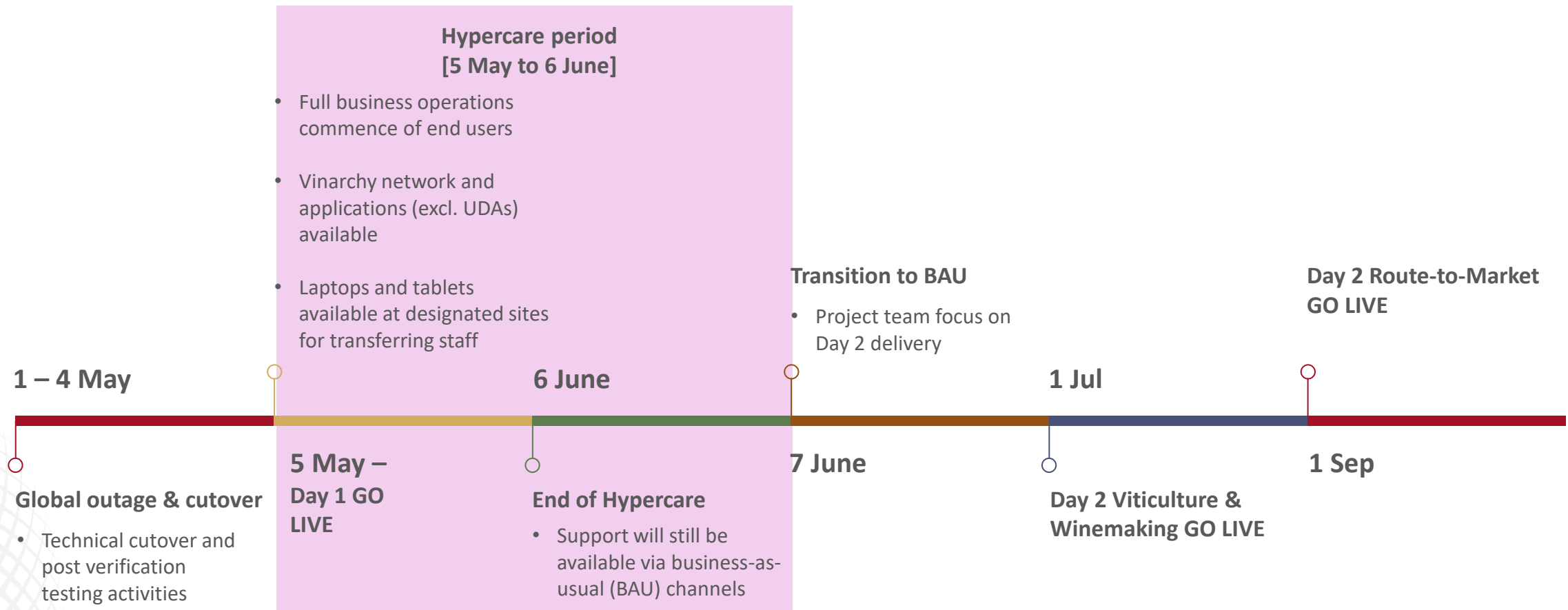
- 830 of new staff onboarded requiring emails, including laptops and mobile devices

- 150 applications requiring additional configuration, workflows and processes

- 20 new sites globally requiring Vinarchy IT infrastructure, network and hardware such as desktops, printers, and conference facilities

WHO

For all Vinarchy staff impacted by the Day 1 merger.

High Level Timeline

Hypercare period [5 May to 6 June]

- Full business operations commence of end users

- Vinarchy network and applications (excl. UDAs) available

- Laptops and tablets available at designated sites for transferring staff

Transition to BAU

- Project team focus on Day 2 delivery

Day 2 Route-to-Market GO LIVE

1 – 4 May

6 June

1 Jul

5 May – Day 1 GO LIVE

7 June

1 Sep

Global outage & cutover

- Technical cutover and post verification testing activities

End of Hypercare

- Support will still be available via business-as-usual (BAU) channels

Day 2 Viticulture & Winemaking GO LIVE

Hypercare Channels

IT Service Portal – RECOMMENDED CHANNEL

https://accoladewines-amc.ivanticloud.com/Modules/SelfService/#home

Email

ITServiceDesk@vinarchy.com

Phone

+61 8 8392 2444 (AU)

+64 9 872 4180 (NZ)

+44 193 242 8700 (UK)

+34 900 816 916 (ESP)

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If HR or training related, please email Vinarchy@vinarchy.com

If business process related, please reach out to your specific buddy or business lead

IT Service Portal

Welcome to the IT Service Portal

All the services you need, in one place

🔍 *Search for services, issues, self-help articles and more*

Click here to access hypercare support

oneVintage Hypercare
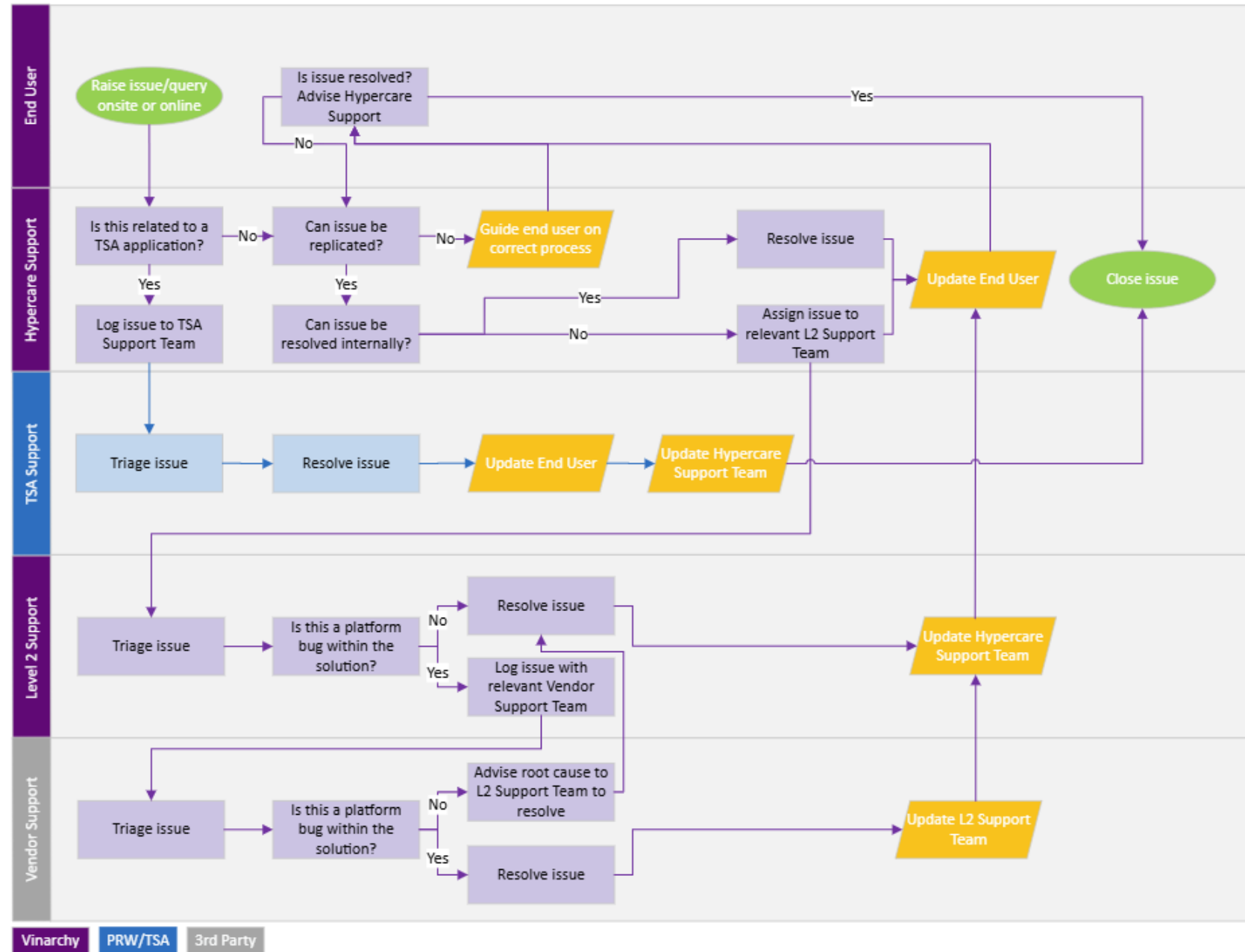
Report an Issue

Raise New Request

Knowledge

https://accoladewines-amc.ivanticloud.com/Modules/SelfService/#home

Hypercare Process

Priorities for Issues

When an incident is reported to IT, it is allocated a Priority from 1 to 5, based upon an assessment of Urgency of the incident and the extent of business Impact. Urgency is provided by the end users and IT team will determine the impact.

Impact
The extent to which the loss of service impacts the business organization. For example, if a single system is down, it will have less business impact than a Data Centre being down.

Urgency
The affected user's tolerance for a delay in the resolution. Urgency is usually time-related. For example, processing sales orders before the cut off time for the warehouse processing.

Priority
The order in which an Incident needs to be resolved, based on the impact and urgency.

Link to view on IT Service Portal here

		URGENCY		
		High Staff can no longer perform primary work functions, causing loss of productivity or service.	**Medium** Work functions impaired, workaround in place. If not resolved in a timely manner, will result in loss of productivity or service.	**Low** No direct impact on service or function. Inconvenient.
IMPACT	**High** Critical service failure. Whole Company or a major Region or a major site involving large number of staff. Major system or multiple system outage. Business critical process such as Shipments impacted without a workaround. Potential financial loss or breach of regulations or reputational damage.	1	2	3
	Medium Partial service failure. Impact to a small site or a small number of staff (>5), Degraded service or a non-business critical system is down. A major system is impacted but a workaround is in place.	2	3	4
	Low Minor service impact. Impacts very few users (<5). Non-critical function or procedure, unusable or hard to use, A workaround is available. A desktop application or personal procedure unusable.	3	4	5

THANK YOU