

Town Clerk | Swaffham Town Council



From: Robert George | Netmatters Ltd <service@netmatters.com>
Sent: 30 July 2018 16:27
To: Town Clerk | Swaffham Town Council; Matthew Harrop | Netmatters Ltd
Cc: Administrator | Swaffham Town Council; Deputy Clerk | Swaffham Town Council
Subject: RE: Time Report Review

Hi Richard,

Thanks for your response.

I will wait to hear from you in due course about when you want to hand in your months' notice.

Many thanks

Robert George | IT Service Manager

T: 01603 704020
E: service@netmatters.com | W: www.netmatters.co.uk



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From: Town Clerk | Swaffham Town Council <townclerk@swaffhamtowncouncil.gov.uk>
Sent: 30 July 2018 15:08
To: Robert George | Netmatters Ltd <service@netmatters.com>; Matthew Harrop | Netmatters Ltd <matthew.harrop@netmatters.com>
Cc: Administrator | Swaffham Town Council <administrator@swaffhamtowncouncil.gov.uk>; Deputy Clerk | Swaffham Town Council <deputyclerk@swaffhamtowncouncil.gov.uk>
Subject: RE: Time Report Review

Hi Robert,

Thanks for your e-mail.

It's okay I realise that it is not your fault, you can't change your company policy. Thankfully I have other options for the Town Council to consider and we don't have to abide by your company policy. At the latest, I aim to serve a months' notice on Netmatters by the 10th August, as the Council do not meet until the evening of the 8th.

There is no need for Matthew Harrop to find any further solutions and charge any more of his time to a lost cause, I can confirm that the quotation will not now be considered by the Town Council. So please do not re-open another task, otherwise this will make a bad situation worse.

I thank you and appreciate your comments in respect of working with an alternate provider to provide a positive end experience and sincerely hope that we can end on good terms.

Best regards,

Richard Bishop
Town Clerk



Swaffham Town Council, Town Hall, 4 London Street, Swaffham, Norfolk, PE37 7DQ
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From: Robert George | Netmatters Ltd <service@netmatters.com>
Sent: 30 July 2018 14:17
To: Town Clerk | Swaffham Town Council <townclerk@swaffhamtowncouncil.gov.uk>
Cc: Matthew Harrop | Netmatters Ltd <matthew.harrop@netmatters.com>
Subject: RE: Time Report Review

Hi Richard,

Many thanks for coming back to me. I will pass your comments on to the relevant people here in Netmatters.

We of course don't want to lose any customers and we always try to work with companies to ensure they are getting a positive end to end experience. However if you do decide that you wish to move to an alternate provider then we will of course assist with this and provide any details that your new support company needs.

I will also ask for your Account Manager Matthew Harrop to discuss the points you have raised about the IT Solution tasks to find a solution.

Many thanks

Robert George | IT Service Manager

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From: Town Clerk | Swaffham Town Council <townclerk@swaffhamtowncouncil.gov.uk>
Sent: 30 July 2018 11:52
To: Robert George | Netmatters Ltd <service@netmatters.com>
Cc: Matthew Harrop | Netmatters Ltd <matthew.harrop@netmatters.com>
Subject: RE: Time Report Review

Dear Robert,

Thank you for your e-mail. Unfortunately, charging the time for preparing a quotation is a deal breaker I am afraid. I will therefore start the process of finding an alternative IT company immediately. We will NEVER ask Netmatters to quote for anything else, so we will have reached an impasse in our working relationship. I simply asked Matthew to quote for some possible future business, not to provide a solution, we will have other companies quote for the same business i.e. a new telephone system. The Invoice when re-issued is therefore in dispute.

I have never dealt with a company that has this obsession to charge for anything and everything, putting this as priority number one above customer service and satisfaction. Our main problem has been your inability to understand the difference between an estimate and a quotation; with the length of time it takes us to analyse your endless task reports making this untenable. I will give you notice of the change as soon as we have another company in place, in the meantime I would be grateful if you would look after things until we are in a position to move – thank you.

Best regards,

Richard Bishop
Town Clerk



Swaffham Town Council, Town Hall, 4 London Street, Swaffham, Norfolk, PE37 7DQ
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From: Robert George | Netmatters Ltd <service@netmatters.com>
Sent: 30 July 2018 08:11
To: Town Clerk | Swaffham Town Council <townclerk@swaffhamtowncouncil.gov.uk>
Cc: Matthew Harrop | Netmatters Ltd <matthew.harrop@netmatters.com>
Subject: Time Report Review

Dear Richard,

Following your email about the Time Report I sent over for July, I have done my investigations and have the following response in regards to your queries.

New Laptop & PC Project

I can see from the quote that my colleague had sent you that we had stated the work would be completed in 7 hours. The error here is that he should have stated that it is estimated at 7 hours. This is because there are sometime variables when doing PC installations, such as data migration, snagging issues etc.

When we quote for project work, Netmatters normally give two options with the time element. One option is for the time to be balanced against the existing IT Support package, so we only charge for what is used. So if we had estimated 7 hours but only took 6, you would only be charged for 6.

The other option is for us to do the work on a fixed fee basis. So if we quote 7 hours and we take 8, you are still only billed for the 7. On the flipside to this, if we only took 6 hours, you would still be billed for the 7.

As we have quoted yourselves to do this in 7 hours, I will arrange for the time for this project work to be taken off your package and be put onto a fixed fee basis so you are only charged that amount.

Task 932850: Laptop Issues

This task does not relate to the initial setup of the machine. The user had added contacts into her Outlook from Gmail and was then unable to open them. Upon investigation, the technician has found that this is a known issue and implemented the relevant fix. I believe this time is genuine and should stand.

Task 931243: Server Outage

I have had a senior technician look into this and although he cannot say for sure that this was caused by Netmatters, there was another task which was done at the same time which could've caused this outage. As I can't advise either way if this was directly caused by Netmatters, I will remove this time off your package.

Task 931192: Adobe Reader

This task relates to the task above for the server outage. This time will also be removed from your package for this month

Task 927730: Laptop wont connect to the server remotely

Upon my investigation, I have found that it was communicated through that the end user would be working from two different sites. I will remove this time from your package onto the fixed fee project work as detailed above.

Task 923442, 916149 & 911800: IT Solution Quotes

Netmatters work as a time based agency and any time we spend on putting together solutions for our clients is done on their existing support package. I believe my colleague Matthew Harrop has been through this with you when he recently visited.

Task 922365: Missing Data for two assets

This will be moved to the fixed fee project work as detailed above

To summarise my findings, we will be removing the time from your existing IT Support package as detailed above and move the project work to a fixed fee package. This means you will be invoice separately for this as a fixed fee piece of work. I will also be reviewing our internal procedures to improve how we work to ensure that issues like this do not occur in the future.

Once the time has been reallocated, I will send you a revised Time Sheet for July for you to review. In the meantime, if you have any further questions then please feel free to contact me.

Many thanks

Robert George | IT Service Manager

Town Clerk | Swaffham Town Council

From: Robert George | Netmatters Ltd <service@netmatters.com>
Sent: 25 July 2018 10:23
To: Town Clerk | Swaffham Town Council
Cc: Administrator | Swaffham Town Council; Matthew Harrop | Netmatters Ltd; Deputy Clerk | Swaffham Town Council; Daniel Clark | Netmatters Ltd
Subject: RE: Monthly IT Support Package

Dear Richard

Thank you for your email.

I will review your comments and come back to you with the relevant information.

Many thanks

Robert George | IT Service Manager

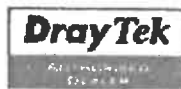
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From: Town Clerk | Swaffham Town Council <townclerk@swaffhamtowncouncil.gov.uk>

Sent: 25 July 2018 10:10

To: Robert George | Netmatters Ltd <service@netmatters.com>

Cc: Administrator | Swaffham Town Council <administrator@swaffhamtowncouncil.gov.uk>; Matthew Harrop | Netmatters Ltd <matthew.harrop@netmatters.com>; Deputy Clerk | Swaffham Town Council <deputyclerk@swaffhamtowncouncil.gov.uk>; Daniel Clark | Netmatters Ltd <daniel.clark@netmatters.com>

Subject: RE: Monthly IT Support Package

Dear Robert,

The task time breakdown for the month of July is total ridiculous, we need to start charging you for the amount of time we spend analysing this nonsense. We are back to this obsession with task time charges, do not charge one extra penny until you answer the following queries: -

New Laptop & PC (Project) you quoted 7 hours through extensive correspondence, and then charge 8 hours 42 minutes, so please deduct 1 hour 42 minutes. I am not agreeing to a quote in advance of giving you the order to be

messed about like this – 7 hours was the quote, then charge 7 hours, quite frankly I don't care how long it took you, Netmatters have to stand by their quote. Netmatters also delivered and installed the PC and Laptop a day late caused by it taking you a week to sort out an estimate that anyone could actually comprehend. You then don't install the Laptop properly, so it results in a number of the tasks below which are ALL set up charges as part of the original quote.

932850 Laptop issues 56 minutes – this is set up under the original quote, please deduct

931243 Server Outage 1 hour, 8 mins – again we should be charging you, as you were trying to sort out the Laptop issues (setting up) and wiped out the server for an hour and a half, leaving everyone in the office without access to a PC, you caused this, we are not paying for your mistake.

931192 Adobe Reader XI crashes on the Laptop, again the Laptop hadn't been set up properly – so down to you under the original quote, only 7 minutes, but it shouldn't be there.

927730 Laptop wont connect to the server remotely – 39 minutes – another 39 minutes because the Laptop wasn't set up properly, it was set up to work within the office, but not to connect outside the office, why? It was explained at the outset that our new member of staff was working across two authorities, how was she going to communicate? Carrier pigeon perhaps? Take this charge off please.

923442 (IT) Solution Specification – 3X phone system – 33 minutes for Netmatters to work up an estimate, you are having a laugh. Take this charge off please.

922365 Missing data for 2 assets – 9 mins – again Laptop set up, please remove the charge

916149 (IT) Solution specification – New PC – again we are not paying Netmatters to write up a quote, remove this charge please.

911800 (IT) Solution Specification – new PC – another Quote, this is beyond a joke now. Please remove the charge.

You may have gathered that I am not that pleased to be told we have exceeded our monthly allocation and are about to be charged for all of the above. PLEASE don't phone if the time clock is ticking, I don't want to speak to any of you unless there is no charge, in fact I would rather have an e-mail response to all the questions and a revised task time report, as long as you are not going to charge the time it takes to sort out your mistakes. I am sick and tired of having to sort things like this, when we are being charged for things that clearly we shouldn't be. If you add up all the set up charges it comes to around 12 hours, perhaps you can remember the original argument we were having about charging 7 hours twice when I asked you to split the Invoice, well you nearly got there in other means.

I informed Matthew Harrop that we are about to embark on a tendering exercise for our 2019-20 budget, as a Local Authority we have to demonstrate best value, I can say right now that Netmatters are not doing themselves any favours, as I thought we had gone past this type of rubbish. I put it down to teething problems at the outset and the need to replace ageing equipment, I haven't got that excuse to make for you anymore – it would therefore be appreciated if this can be sorted out ASAP – thank you.

Best regards,

Richard Bishop
Town Clerk



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From: Robert George | Netmatters Ltd <service@netmatters.com>
Sent: 23 July 2018 13:27
To: Administrator | Swaffham Town Council <administrator@swaffhamtowncouncil.gov.uk>
Subject: Monthly IT Support Package

Dear Hannah,

I am writing to you today as have exceeded the monthly allowance on your IT Support package for July which means you will receive a balancing invoice this month. I've looked into this and the main reason for going over your allowance is due to the project work for a new PC and Laptop.

Please feel free to contact me if you wish to discuss what tasks are currently open, or if you want to put on hold any non-urgent tasks.

I've also attached to this email an up to date Time Report showing what has been used so far this month. If you have any questions about this then please contact me.

Many thanks

Robert George | IT Service Manager

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