

OpenAthens service desk customer charter

OpenAthens support team

Our service

Our goal is to give you the very best service, from start to finish

There shouldn't be any surprises, as we keep you in the loop so you know what to expect

We take ownership

We're efficient and consistent

We'll share with you how we are doing, and if we're hitting the high standards that we set ourselves





Our communication

We will keep things simple

We want to understand your line of work and how you use our products



When you get in touch with us, we won't keep you waiting too long

Our updates will be useful and easy to understand, and we'll make them a regular thing

What we need from you

Check to see if there is already an answer to your query in our documentation

Give us as much detail as possible so we can get going on your ticket straight away, and work with us until it's done

Be mindful that urgent issues sometimes have to jump the queue, but we won't forget about you...

...and issues which need outside help will naturally take longer to fix



Talk to us...

Let us know how we are doing by giving us feedback, both good and bad, and tell us how we can be better



OpenAthens service desk

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U₁

P₃

P₃

O₁

R₁

T₁

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