

Emma Freemantle

From: Customer.Accounts <customer.accounts@rialtas.co.uk>
Sent: 18 November 2022 13:28
To: Emma Freemantle
Subject: Rialtas Invoice 30171 to Wroughton Parish Council dated 10/11/2022
Attachments: Rialtas Invoice 30171.pdf

To: Accounts, Wroughton Parish Council
From: Rialtas Business Solutions Limited (RBS)

Please find attached our invoice for the amount of £834.00 for your Software Support and Maintenance Contract, Software, Training, Consultancy or Year End Services.

We are proud to be celebrating our 26th Year of providing solutions to Town, Parish and Community Councils, we're looking forward to continuing supply of our solutions and services to you as we embark on the next stage of our journey with our new parent company, Harris. Harris never sells companies, and with that Rialtas has found its forever home and we look forward to serving you for many years. Harris also has a "software for life" policy which means we will never stop providing support for our customers and the products they use.

This notification is to explain changes in your annual Support and Maintenance invoice (delivered in this email). We are introducing improvements which we believe will better support your budgetary planning in the long term:

1)Aligning your invoices with Council budget years – The first part of the invoice relates to Rialtas Support and Maintenance for the period from your anniversary date (e.g. November) through to 31st March 2023.

2)The second part applies to the period 1st April 2023 to 31st March 2024. This provides the opportunity to lock in your costs, which will provide certainty at a time when inflation remains uncertain for what could be many years.

3)We are also consolidating all of your products onto one invoice and for those customers who have multiple products this means you pay one invoice for all of them instead of multiple invoices through-out the year

Any additional modules added in the future will apply to the same term (pro-rated).

We appreciate that everyone is feeling the pinch of inflation, with it being the highest it has been in the last 40 years, it's no different here at Rialtas, like many organisations our core operating costs have increased significantly beyond our expectations throughout 2022 and into 2023, with no end in sight.

The feedback from you, the customer, has been overwhelmingly that you value the customer service from the Rialtas team very highly. We will continue to provide the level of service you expect, and we will be looking to add more staff to the customer service team in 2023.

Your invoice has been aligned with our core costs to operate in the current climate, it also enables us to provision for team growth and improvement of our service in 2023. We will also continue to invest in the development of new features, products, modules, and technology in our software which we know are critical to your organisation.

If you have any questions, please contact us on directly on customer.support@rialtas.co.uk. Please use this email address, our response may be delayed if you use other Rialtas email addresses.

If you are not the person responsible for paying invoices, please ensure this email and invoice is passed to the correct person.

If possible please pay by Bank Electronic Transfer to the account details on your invoice, please quote your customer number in the payment reference.

Below you will find further information and links related to the services that we provide.

Best Regards,

Customer Accounts Team
Rialtas Business Solutions Limited

A. Software Support and Maintenance Agreement and Invoices

For your information, the terms of your Software Support and Maintenance Agreement can be found here:

<https://url6.mailanyone.net/scanner?m=1ow1Pg-0000kb-61&d=4%7Cmail%2F90%2F1668777600%2F1ow1Pg-0000kb-61%7Cin6n%7C57e1b682%7C25626367%7C13533097%7C6377886CC2C1D7BBB43DCD238CB9C06F&s=dDY5ZaKJtEf1R1>

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p__AdotanMacennitnge_neeeArnut-_retCr_sVenonOrifdp.enil

Support and Maintenance Invoices need to be paid annually, for the forthcoming 12 month period. Failure to pay invoices in a timely fashion may result in support being withdrawn until any overdue payment has been made. If your invoice indicates Single User, but the software is now being used by multiple users/computers you need to inform us to ensure you are not in breach of your software license.

B. Software Support Feedback

We are always keen to have feedback from our customers. If you would like to provide feedback on the Software Support you have received, please complete the online Survey found here:

https://url6.mailanyone.net/scanner?m=1ow1Pg-0000kb-61&d=4%7Cmail%2F90%2F1668777600%2F1ow1Pg-0000kb-61%7Cin6n%7C57e1b682%7C25626367%7C13533097%7C6377886CC2C1D7BBB43DCD238CB9C06F&s=xKg_mVytFyaVlsD1R-3vsG5uhJw&o=%2Fphto%3A%2Fgtsrlo.sfomg%2FM9%2FF6uxKRK2YEzCb9E

C. Software Training Feedback

If you have recently received Training, we would welcome your feedback by completing the online Survey found here:

https://url6.mailanyone.net/scanner?m=1ow1Pg-0000kb-61&d=4%7Cmail%2F90%2F1668777600%2F1ow1Pg-0000kb-61%7Cin6n%7C57e1b682%7C25626367%7C13533097%7C6377886CC2C1D7BBB43DCD238CB9C06F&s=OISnEp4_tf9xmXHulH5T65eBEbl&o=%2Fphto%3A%2Fgtsrlo.sfomg%2Fsg%2FALVNFao2UseeYyH

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