



CUSTOMER SERVICE CHARTER

EcoSmart Energy Systems LLC

As a billing service provider registered with the REGULATORY AND SUPERVISORY BUREAU (RSB) FOR THE ELECTRICITY AND WATER SECTOR, we are compliant with their REGULATIONS FOR DISTRICT COOLING PURSUANT TO EXECUTIVE COUNCIL RESOLUTION (6) OF 2021

INTRODUCTION

EcoSmart leverages its regional experience and reputation to provide customers with cost-effective customized, comprehensive professional services.

This customer service charter is intended to deliver the best and most suitable technologies and solutions to our customers. We strive to constantly improve our services and delivery mechanism to main an unmatched customer experience. This charter explains about our company and other key components connected to our service delivery, customer compliant registration system, escalation methods etc.

ABOUT US

We would like to introduce our company, EcoSmart Energy Systems as a leading Automation, Energy Management, and Utility Billing Solution provider in the region.

We provide end-to-end solutions in respective domains along with engineering services for data capturing / integration with various protocols such as MBus / Modbus / BACnet / DLMS etc. our customer base is spread across GCC and many other countries in the Middle east.

Our real-time connected cloud-based billing systems are very unique in the market and allow to deliver billing solutions that are very user-friendly and transparent.

RSB PERMIT

ECOSMART is proud to inform our customer that we are an approved RSB permit holder for billing services. Our service offers are in line with RSB regulations. RSB publications regarding the codes and standards are available on: https://rsbdubai.gov.ae/?sfid=1846&_sft_resources_type=standards-codes-regulations.

CUSTOMER SUPPORT

Our customer can contact us through any of the below methods for various services including registration, support issues, payments, and any other matter connected to the services delivered to them.

- A dedicated Call Center no provided to each building
- Dedicated e-mail ID provided for end users and to the building owner/management association.
- Our online billing portal through a dedicated login link is provided to each customer.
- Dubai office and our virtual back-end office during all working days 9:00 AM to 5:00 PM.
- Ticketing system for customer complaints through end-user portal

EcoSmart Support Philosophy

EcoSmart support philosophy centers on careful planning/ installation/service and training. Given that those steps are taken, it is believed that support requirements will be at a minimum. Our management systems and processes follow the best of the standards. Our support team is highly trained and committed to the highest quality standards. Our people undergo continuous training and review to ensure that our customers receive the best service possible.

Ease of access.

The EcoSmart Technical Support Service is available to customers from 09:00 AM to 05:00 PM (UAE time) on all working days.

Additionally, our end-user portal provides easy-to-use requesting formats for move-in and move-out for registered customers.

Recording customer contacts

Our tenant portal is equipped with many easy-to-use features. This includes online payment gateways, customer ticketing for complaint registration, and updates about tickets, bills, and payment history. The portal registers all customer contacts and the same is used for billing and customer interaction in real time.

Contact Details

EcoSmart provides a support service that enables our customers to obtain technical assistance, by phone or email.

Support can be contacted by email and phone. In addition, technical information can be obtained from our websites.

Telephone : +971 4 3794240
 E-mail : support@ecosmart.ae
 Website : www.ecosmart.ae

ESCALATION MATRIX

Ecosmart strives to provide immediate resolution to customer issues wherever possible. If an immediate response and resolution is not possible, EcoSmart will reply to the customer within the framework detailed below:

Escalation Stages	Contact Point	Maximum Response Time (Working Hours)		Maximum Resolution Time (Working Hours)
Stage 1	Technical Support Consultant	High Priority - Category A	2 Hours	2 Hours
		Medium Priority - Category B	4 Hours	4 Hours
		Low Priority - Category C	8 Hours	8 Hours
Stage 2	Support Manager	8 Hours		8 Hours
Stage 3	CTO	8 Hours		8 Hours

Priority Definitions

High Priority – Category A, Software and data inoperable or urgent/serious problem preventing immediate use of software in a Production environment

Medium Priority – Category B, Problem with a function, or question about an aspect of the Software and data that does not prevent other work from being performed

Low Priority – Category C, Question, problem or enhancement request for which an immediate answer is not required or where a workaround is available

Customer Responsibilities

- The customer must use only the specified contact numbers and email addresses to secure support, within the stated support hours.
- The customer will have the necessary detail available for EcoSmart to be able to provide an efficient support service.
- The customer must attempt to answer all the support questions to the best of their ability and attempt to carry out any actions advised by the Support Consultant in order to resolve the incident as quickly as possible.

Contact Details:

Technical Support Engineer: Mr. Nithin P S

E-mail: nithin@ecosmart.ae

Mobile: +971 56 578 9700

Sr. Engineer Customer Support – Ms. Sinthuja Elangovan

E-mail: support@ecosmart.ae

Mobile: +971 50 164 8200

Relationship Manager: Ms. BINA JAGADEESH

E-mail: ea@ecosmart.ae

Mobile: +971 54 516 2380

Key performance indicators

Our key performance indicators are very critical for us to measure our services and customer satisfaction levels. we periodically assess our performance and assess our service levels.

The following table provides further details on areas of focus and how we score our performance.

Key Performance Indicators								
ECOSMART ENERGY SYSTEMS LLC								
Project name	code	contact details	SI No.	Items Description	Measuring Criteria	Target	Weightage	Actual Performance
xxxxxxxx		xxxxxxx						
			1	Tenant bill generation and distribution on time	points	100	30	
			2	Customer complaint redressal	points	100	25	
			3	Payment collection	points	100	15	
			4	AMC support for AMI	points	100	10	
			5	Customer business continuity measures	points	100	10	
				Customer training & Consulting		100	5	
6	System improvement and user experience	points	100	5				
							100	
Name & Signature of Employee				Name & Signature of Manager				
Notes:	1) Relationship Manager shall discuss and fill the actual achievement against targets 2) The total of all weightage should be 100.							

CUSTOMER DATA PRIVACY

In order to ensure that our customers' data is secure and safe, we are hosting our cloud server solutions in UAE to meet the data privacy standards.

SUGGESTIONS

We would like to hear from our customers about ways and means to improve our services. We strive to enhance your satisfaction and experience. Please feel free to submit your suggestions to us at support@ecosmart.ae.