

PAMWIN PLUS

Support & SLA

Introduction to the new support approach

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M3 User Group | 15 September 2026

Who else watches the pizza tracker?

DOMINO'S TRACKER



Illustrative recreation

We have not always been consistent.



Own it.



**Keep you
updated.**



**Prevent
repeats.**

**How is Pamwin
working for you?**



Which version are you on?

3

4

?

Not sure

M3Pamwin Plus client zone

Welcome to our help centre, where you'll find answers to commonly asked questions. Take a look through and if you still can't find what you are looking for, then contact us below



Software version

View the release notes and upgrade to the latest version of Pamwin



FAQ/Glossary

We've listed the most asked about questions about the product here



User Group

User group meets twice a year to discuss and agree product developments



Reports and spreadsheets

Download additional tools to complement your current project



Training Courses

We provide training tailored for new users, project managers and system administrators



Guides and Videos

Video tutorials to help you get started with M3Pamwin

What is changing?



More capacity

Dave has joined



New helpdesk

In trial



Knowledge base

Expanding



Case ownership

Proposed

Make it trackable.

Every case

Owner + next update

Daily

Overdue update check

Weekly

Stalled-case review

Impact + deadline drive priority.

Protect time for support.

9%

flagged for scope review

5 of 55 open Pamwin-queue records

- **Bespoke reporting**
- **Programme scenarios**
- **Data / setup changes**

Agree scope + any fee before additional work starts.

EXPLORING TIERS

Core support first.

Extras by choice.

CHOOSE UP TO TWO

What would you value?

A

Health checks

B

**Training
allowance**

C

**Named contact
+ reviews**

D

Change planning

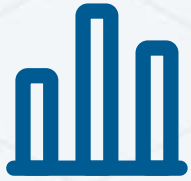
E

**Extended
coverage**

F

None / other

Why take part?



**Compare
with peers**



**Review your
assumptions**



**See the
combined impact**

A monthly scorecard.

%

**Replies
on time**

%

**Updates
on time**

Days

**To restore
service**

#

**Cases open
30+ days**

Baseline first. Then measure the change.

**What would
help you most?**



**Less chasing.
More clarity.
Fewer avoidable issues.**

Have your say.

