INTERGIS MODERNISED SYSTEM

Support Information

Who to contact, how to log an issue, and what happens next — for the Go-Live and Hypercare period.

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1. Your first point of contact

All support and information requests should go to INTERGIS Registration Services, who will connect you directly with an available business champion for your service area.

Contact	INTERGIS Registration Services
Telephone	(051) 447 5629
Email	vanwyks@arc.agric.za
Hours	Monday to Friday, 07:30 – 16:00
Preferred channel	Email for standard requests; telephone for urgent or major incidents

2. Support hours

Standard support	Monday to Friday, 07:30 – 16:00
Preferred channel	Email — for standard service requests and questions
Urgent or major incidents	Telephone — (051) 447 5629

3. How to log an issue

Email is the preferred channel. Your email automatically creates a support ticket, and you will receive a reference number. Use that number in any follow-up.

3.1 What to include

Good diagnostic information is the single biggest factor in how quickly your issue is resolved. Please include all of the following:

- ☐ Your name and contact details
- ☐ Your user or member number
- ☐ The date and time the problem occurred
- ☐ A description of the problem
- ☐ The function you were trying to use
- ☐ The exact error message received — a screenshot is best
- ☐ Any other screenshots that help explain the problem
- ☐ The animal, herd, registration or transaction reference affected
- ☐ The steps you have already taken to try to resolve it

Before you log a request

Check the user guides and training videos first (https://www.arc.agric.za/arc-api/Pages/User-Guides-and-Resources.aspx). A great deal of effort has gone into making sure the answer to common questions is already available, and you will usually get an answer faster that way. Search using keywords related to your issue.

4. Escalation path

If the system is unavailable report it immediately by telephone rather than email, because there may be a network interruption preventing email from reaching us. Work down this list in order:

Step	Contact	Number
1	INTERGIS Registration Services	(051) 447 5629
2	ARC Service desk	(012) 427 9742

Table 1 – Priority escalation route for a total system outage.

Do not repeatedly attempt transactions while the system is unavailable, and do not repeatedly attempt to log in if your account is locked.

5. Support structure behind the scenes

You only ever need the contact details in section 1. This section is provided for transparency, so you know what happens after you report something. Tiers follow the Support Model – Hypercare structure.

Tier	Who	Role
First line	Business Champions, via INTERGIS Registration Services	Receive the request, answer how-to and information questions, confirm whether it is a genuine incident
Second line	Application and Database Support (Graham, Mandla — dedicated); Application Support (Nametso, Dean, Charles); Platform Support (Tau, Clifford part-time); DevOps Support (Musa, part-time)	Triage and assign tickets; investigate application, data and platform issues; develop and deploy fixes
Third line	Specialist services — DBA support, AWS and cloud services, network, security, compute, BI, data, frontend and backend development, third-party support	Called on where an issue needs a specialist outside the core support team
Service management	Irfaan (Service Manager)	Allocates any unassigned tickets in the daily review meeting
Programme	Pierre Botha (Project Manager)	Daily Hypercare review meetings; escalation of Priority 1 and Priority 2 incidents

6. How support changes over time

Period	First point of contact	Notes
Month 1 – Hypercare (4 weeks from 31 Aug 2026)	INTERGIS Registration Services / Business Champions	Dedicated business champion support. Do not call the ARC ICT Service desk in this period.
Months 2 – 3 – Stabilisation	ARC ICT Service desk	Same process, but the Helpdesk becomes your first point of contact. Some project team members roll off support.
Thereafter – business as usual	ARC ICT Service desk under the agreed SLA	Steady-state service. The start date for this phase is not yet set.

7. How to tell whether your issue is being worked on

Your support request receives a reference or ticket number — use it when following up. System-wide incidents are also communicated through service notifications, the ARC Intranet and email announcements.