

SERVICE LEVEL AGREEMENT - LITE

Delivering the application as a service to users

Maintaining the integrity of a solution and its ability to operate error-free despite changes in configuration, software versions, operating systems, hardware and communication platforms requires the effective management of:

- Configuration and Development
- Testing and Backups
- Infrastructure
- Information Servers
- Disaster Recovery and Business Continuity

In the event of any problems with the then current version or release of the Software, the service levels detailed within this document will apply.

Service Levels

Oneserve Ltd work to the service levels described below. In each case normal working hours are Monday - Friday 07:30 – 17:30 (UK Time) excluding public holidays.

Details of our SLA, Service notices and upgrades are available at <https://oneserve.zendesk.com/hc/en-us/categories/200084497-Support>

Oneserve Helpdesk

Customers are required to forward all requests to their internal System Administrator or refer to online helpdesk documentation to resolve minor issues i.e. setting up user rights, adding new users, adding sites, configuration, etc in the first instance. If they are unable to resolve the issue, a ticket must be logged by the System Administrator via the support portal <https://oneserve.zendesk.com/hc>. Phone support is not provided as part of this SLA.

During normal working hours a response time of 30 minutes for urgent calls and 2 hours for high calls will apply from the time that a fault is detected or reported by the client. Response for these purposes includes initiating the investigation of the fault.

Customers can access support documentation and self-help guides on the Oneserve Help Centre - <https://oneserve.zendesk.com/hc>

Raising a ticket with Oneserve Helpdesk

To raise an issue, log in to the customer portal and raise a new issue.

- Once a request has been made, the customer will be issued with a unique ticket number via the automated email service.
- Oneserve monitors all incoming requests which are reviewed and prioritised by our dedicated support team. The request is then assigned an SLA priority in accordance with the severity of the problem.
- The customer is notified of the priority via email
- Update/changes to the ticket will be communicated automatically via email.
- Based on the SLA priority assigned we will carry out the work in accordance with the SLA table below. If additional information is required, the ticket status is changed to pending, at which time the SLA will stop until the information is received and agreed. If the information is not received within 14 days the ticket will be closed. We will attempt to contact you prior to this happening. The customer will have to create a follow up ticket to reopen the case.
- On receipt of confirmation the ticket will be closed.

Oneserve Application/Service

When a defect is reported, it will be assigned a priority level, which will be notified to the customer. Oneserve will use its reasonable endeavours to achieve a resolution of defects within the following resolution times:

Lev	Impact	Description	Response	Resolution	Maximum Fix Time	Example	Escalation
1	Urgent	Production application down or major malfunction resulting in majority of users unable to perform their normal functions and no workaround available.	Expected response time within 1/2 working hour	Expected Resolution within 3 working hours unless agreed otherwise by both parties. In the case of any such exceptions we will provide an assessment of the issues and detail the required steps to resolve.	3 Working Hours	Service unavailable	To Support Manager 1 hr after first response time and to Client Success Manager 2 hrs after first escalation.
2	High	Critical loss of application functionality or performance resulting in high number of users unable to perform their normal functions	Expected response time within 2 working hours	Expected Resolution within 8 hours unless agreed otherwise by both parties or a suitable workaround is in place	8 Working Hours	Interface errors, unable to invoice, mobile errors, financial discrepancies, data loss, unable to schedule	To Support Manager 2 hr after first response time and to Client Success Manager 4 hrs after first escalation.
3	Low	Minor loss of application functionality	Expected response time within 24 hours	Expected Resolution within 168 hours (1 week) unless agreed otherwise by both parties or a suitable workaround is in place	168 Hours (1 Week)	Non-urgent/high system issues	To Support Manager 24 hrs after first response time and to Client Success Manager 1 week after first escalation.
4	Change Request	Chargeable Request for a change.	Expected response time within 120 hours (5 days)	Following acceptance of the charge a delivery date will be provided by Oneserve			

For the avoidance of doubt, chargeable items are enhancements to, or new requests for but not limited to search views, reports, surveys, forms, documents, product functionality or changes to configuration i.e. new processes. All chargeable works will be quoted and both customer approval and Purchase Order required in advance of any work being undertaken.

SLA fix time commences from the first working hour of the next working day and not from the time of raising the ticket if raised outside of working hours.

Bugs identified will be delivered in the next available quarterly release cycle.

If Oneserve is not able to achieve a resolution of a defect within the times specified above, it will use its reasonable endeavours to put in place a work-around as soon as possible.

If the software is unavailable for more than 24 working hours, or there is an outstanding Level 1 defect for more than 24 working hours within any calendar month we shall:

- (a) Escalate the issue to board level; and
- (b) Issue a credit against the following Periodic Licence equal to the fees payable in respect of the time for which the service was unavailable, or, if no further invoices are payable under the Agreement, shall refund that sum to you.

Enhancements will be logged and reviewed on an individual basis to determine priorities and timescales.

Oneserve reserves the right to conduct scheduled maintenance and emergency maintenance on the software and supporting infrastructure. Scheduled maintenance will not take place between the hours of 07:30 and 20:00 weekdays and 08:00 and 12noon on Saturdays. In the event of either scheduled or emergency maintenance, Oneserve Ltd will use reasonable endeavours to ensure that use of the software is not adversely affected, but this cannot be guaranteed. Oneserve target system uptime – 99.5% availability in relation to the Software.

Escalation Process

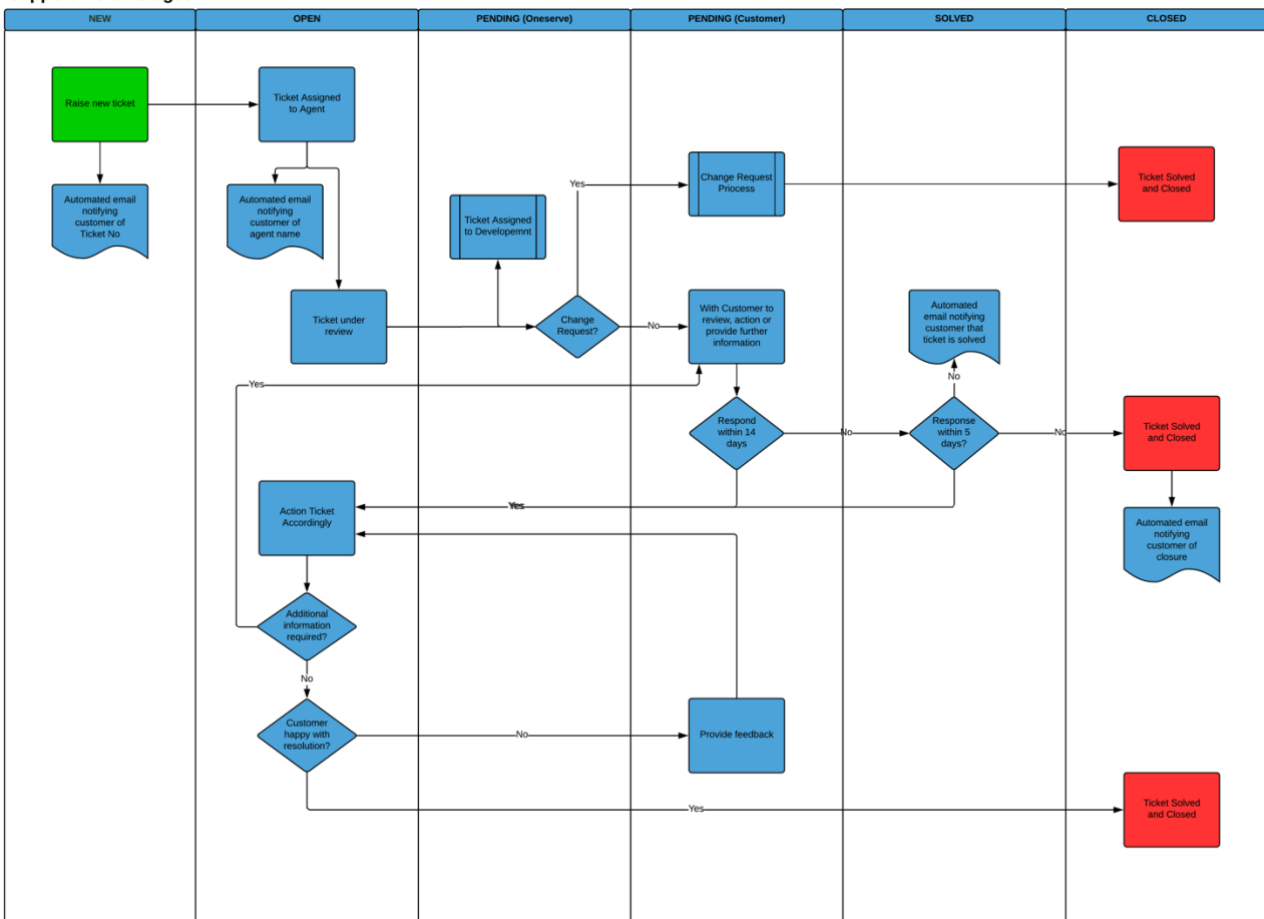
In the unlikely event that our customers are unhappy with any stage of the process, communication or service that they receive, the customer can raise the issue directly with their Client Success Manager, at any time, stating the reasons of dissatisfaction. The Client Success Manager will work through any issues and liaise with the Support desk, Technical team and/or Business Development to try to resolve the issues quickly and satisfactorily.

Where the customer and Client Success Manager are unable to resolve an issue, the Client Success Manager will escalate the issue to the Chief Operations Officer.

Management of Support Tickets

Tickets will be managed in accordance with the process below. Tickets in pending with the customer will automatically be marked as solved after 14 working days. You will be notified of the action and given the opportunity to reopen the ticket, however, if no further action has been taken within 5 additional working days the ticket will be closed and you will need to raise a new ticket if required.

Support Ticket Stages



Information Servers

Oneserve's IT teams work to ensure the application servers are available for use by all users for as many hours as possible. Support for the application/service is available from 07:30 - 17:30 on workdays although a member of the IT team is notified whenever a hardware failure occurs.

The Oneserve servers are normally available 24 hours 365 days of the year with the following conditions and exceptions:

- Onsite system backups are performed nightly – the application will still be available with minimum impact to performance
- Offsite data backups are performed nightly – the application will still be available for users but performance may be slightly reduced
- Server upgrades and patches are always performed before 07:30 and after 20:00 – the servers may be unavailable for short periods of time - Security patches may be so critical that they may be applied at any time. Where possible, impacted customers will be contacted in advance to ensure minimal impact to business critical activities.
- New Application versions are applied to the servers out of normal working hours, during which time the Application may be unavailable for short periods of time. Impacted customers will be contacted in advance to ensure minimal impact to business-critical activities.
- Out of hours the service is maintained by a combination of resources from both our hosting provider and Oneserve. Outside working hours our hosting provider monitors the service and proactively deals with issues to maintain service availability wherever possible. In cases where this is not possible work is escalated to Oneserve engineering.

Upgrades

Oneserve release upgrades on a quarterly basis, usually January, April, July and October. Release notes and clear instructions will be issues in advance of any upgrade. Details of the upgrade process are available via our help centre - <https://oneserve.zendesk.com/hc/en-us/categories/200084497-Support>. It is a requirement for the customer to test the product prior to release. It is deemed that all customers have tested before an upgrade. Oneserve are not responsible for issues or down time caused as a result of the failure to test.

Oneserve are unable to support customers who are more than one version behind the current latest release.

In the event that an upgrade is missed due to incomplete testing or business readiness the customer will have to wait for the next upgrade cycle.