



Service Level Agreement

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Syntelate SLA

A formal Service Level Agreement (SLA) exists between Inisoft and our Customers / Business Partners. This document summarises the key details of the agreement.

Call Logging Procedure

The customer should use the following contact details to log requests for Technical Support:

Email: support@inisoft.co.uk

Phone: 0800 6681290

Receipt of the request will result in the following actions:

- A description of the issue will be captured
- A reference number is created and issued to the customer. (This should be used in all future correspondence relating to the call)
- A Support Specialist with appropriate expertise will be assigned to the call
- The customer will advise the priority they wish to assign to the call. This will be subject to review with the Support Specialist before a final priority is agreed.

At all times Inisoft Ltd would request that when calling the Support Desk the customer has as much information relating to the call available as possible.

During the lifetime of a support call it will be categorised as follows: -

Status	Description
Open	Call is being actively researched by Inisoft Ltd for an appropriate resolution
Closed	The call has been completed either because:- a) the call has been resolved and the customer has agreed that it can be closed b) the call has been cancelled with the agreement of the customer c) the call has been closed after 3 requests to the customer for information over a 3 week period have not been met
Customer	The call is On Hold as progression is dependent on other variables e.g. further agreed action from the customer. Once the associated action(s) is complete and Inisoft Ltd advised of the results, the call can progress to closure.
Scheduled	A date for resolution of the problem has been scheduled by Inisoft Ltd and the customer has been advised of that scheduled date.

The following table gives details of the specific call response and resolution targets which will apply for this SLA. All support contracts will include 24 by 7 cover.

The SLA targets are as follows:- Call Priority	Response Time	Achievement Target	Follow Up Within	Achievement Target	Resolution Time	Achievement Target
1	1 Hr	100%	3 Hrs	100%	2 days	100%
2	1 Hr	90%	1 Day	90%	5 Days	90%
3	2 Hrs	90%	2 days	90%	10 days	90%

Management Escalation

Escalation of an outstanding ticket is by contacting the Inisoft Service Desk and requesting a particular ticket be escalated by quoting the ticket reference. The Inisoft Service Desk Manager will then respond to the escalation request within 3 hours of the initial request. The Inisoft Service Desk Manager will thereafter take ownership of the issue, with responsibility for all communication pertaining to it, through to resolution.

If a ticket is to be escalated then an associated business justification is required i.e. it must be made clear why business as usual (BAU) support is not applicable in this particular case and why consequently it is must be given priority over other existing tickets. A request for escalation will also be accepted where a ticket has breached the terms of the SLA without acceptable explanation having been provided to the business partner.

Escalation should always be requested by telephone on 0800 668 1290 through the Inisoft Service Desk based on the normal escalation process. The Inisoft Support Manager, David Irvine will respond directly to the named business partner contact who initiated the escalation process. If the Support Manager is not able to progress the ticket the next point of escalation is Head of Client Services, Dominic Townsend – who can be contacted on +44 (0) 7929 755196 or by email to Dominict@inisoft.co.uk

Call Priority

The following table outlines the SLA priority levels associated with each call for all sites having Red or Green level status:-

Call Type	Description
PRIORITY 1 (Critical)	<ul style="list-style-type: none"> The problem results in extremely serious interruptions to a production system. It has affected, or could affect, the entire user community. Tasks that should be executed immediately cannot be executed because of a complete crash of the system or interruptions in main functions of the production system. Data integrity is compromised and the service request requires immediate processing as the issue can result in financial losses. High priority issue during software installation
PRIORITY 2 (High)	<ul style="list-style-type: none"> The problem results in serious interruptions to normal operations which negatively impact on an enterprise-wide basis In a production system, important tasks cannot be performed, but the error does not impair essential operations. Processing can still continue in a restricted manner however data integrity may be at risk. The service request requires timely processing, because the malfunction could cause serious interruptions to critical processes or negatively impact business. Urgent issue during install
PRIORITY 3 (Medium)	<ul style="list-style-type: none"> The problem causes interruptions in normal operations. It does not prevent operation in the production environment however there could be minor degradation in performance. The error is attributed to malfunctioning or incorrect behavior of the software. Important issue during install

Bug Fixes, Enhancements & Release Procedures

If a support call requires product development, a bug notification or enhancement request will be logged with the Inisoft Development Team and a corresponding Bug or Enhancement reference number will be provided. The resulting software changes will be incorporated into an Update, Upgrade or full product release as appropriate.

Service Pack & Full Release Procedures

Periodically, Inisoft will release software updates which will consist on one of the following:-

Major Releases: A full release of synTelate products will contain strategic improvements to the software in addition to customer logged enhancements and bug fixes.

Service Packs: These will be scheduled in as necessary to fix high priority bugs in the product. Each service pack will contain every change since the last major version.

Hot Fix: Inisoft can at the discretion of the Development Manager agree to release a 'hot fix' if an issue is of a highly critical nature. Hot fixes are supplied to individual customers and must therefore be compatible with the version of the software that they using. The fixes supplied in a hot fix will be scheduled for the next Service Pack.