IMPERIUM SUPPORT PLAN

Help Desk Portal Features:

Service Desk is a single point of contact (POC) for support related queries. Service Desk service can beused to issue, create, track, escalate and manage service tickets / issues.

Multiple channels/modes can be used to create, track, escalate & manage the tickets / issues such as:
1. Phone call through dedicated help line number
2. Email

Tickets raised with service desk are automatically forwarded to first line of support i.e. IncidentManagement team.

Service Desk highlights:
- Single point of contact to customer's all queries
- Provide call logging facilities
- Validate entitlement for service
- Gather the end user inquiry information
- Perform initial problem determination
- Open/update requests in enterprise service management tool
- Assign priority in line with contract or as requested by the customer
- Receive or re-route problems/requests to relevant stakeholders
- Refer problem/request to other support group as required
- Provide problem record status upon request
- Close problem/request records with customer agreement

Severity Levels

Severity Level 1 – Critical: Case critically affects the primary business service, major application, ormission critical system. Characteristics of a Severity 1 case include:

➢ Business service is not operational
➢ Production system crashes
➢ Production backup and recovery operations fail.
➢ The business service, major application, or system is seriously affected or implementationstopped.

Severity Level 2 – Medium: Moderate Service Impact . Characteristics of a Severity 2 case includes:

➢ The business service, major application, or system is moderately impacted, no data has beenlost, and the business service, application, or system is still functioning.

Severity Level 3 – Low: No Service Impact . Characteristics of a Severity 3 case includes:

➢ Non-critical cases, general questions, enhancement requests, or documentation cases.

Service Level Matrix:

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The following tables provide the severity levels with target response and resolution timelines along withescalation matrix.

Support Resolution Matrix		
Severity Level	Response Time	Resolution Time
Level – 1 (Critical)	60 minutes	4 hours
Level – 2 (Medium)	2 hours	10 hours
Level – 3 (Low)	4 hours	24 hours

Escalation of Trouble Reports		
Response Level	Action Level	Escalation
Response Level – 1	Software support Engineer	Team Lead
Response Level – 2	Team Lead	Project Manager
Response Level – 3	Project Manager	Head – Service Delivery

Imperium Support Protection Escalation Matrix			
24X7 Help Desk	**Level I**	**Level II**	**Level III**
Imperium Support Team	Harish	Rajitha	Ravimani
support@imperiumapp.com	harish@imperiumapp.com	nair.r@imperiumapp.com	ravimani.r@imperiumapp.com

Imperium Hosted Support Plan

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Service Elements

Service Description	Service Benefit
SLA	99.9%
24 x 7 remote technical support	Telephone/Email/Remote Access
Standard Business Hours	9 hours (9am-6pm)
Public Holidays	Included for critical supports (refer to severityLevels)
Service Desk: Single point of contact (SPOC) for all customer queries, incidents, issues, resolutions . Reachable via dedicated E-Mail and dedicatedSupport Contact	Yes
Incident Management: Level 1 support. Provide Incident detection, recording, classification, investigation, diagnostics, restoration and closure	Yes
Problem Management: Level 2 support. Identify problems, known errors, changes toresolve problems or provide work around.	Yes
Casual Analysis & Reporting: Manage and report Root Cause Analysis (RCAs) forIncidents/Problems	Yes
Incidents to Insight: Periodically track,trend and report Incidents/Problems/Changes.	Yes
Vendor Management/Hardware Management (Gateway/Phones)	Excluded

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Imperium Support Team	Faris	Rajitha	Ravimani
support@inaipi.in	faris@imperiumapp.com	nair.r@imperiumapp.com	ravimani.r@imperiumapp.com