

This Service Level Agreement (SLA) identifies what our customers can expect from Intersoft Systems & Programming (INTERSOFT). It specifies the services and commitments of Intersoft and the expectations and obligations of the client.

Email

There is a mailbox support@intersoft.co.uk for persons to report problems. These messages go to the coordinator's mailbox and to the help desk. This is the preferred method and will have the highest priority for support.

Phone

+44 (0) 1753 687979 – This is a direct line to the help desk.

Fax

+44 (0) 1753 687655.

Service level

1] The Help Desk is available for reporting problems from 9.00am to 6.00pm Monday -Friday. Excluding Bank or other Public holidays.

INTERSOFT clients may contact the Help Desk about any Intersoft application problems and general consultation.

Responsibilities of Those Making a Request

Whenever possible, callers should ensure they provide sufficient information that would allow the help desk to re-produce the issue or contact the Help Desk while in front of the affected application. All requests will be entered and updated in Intersoft's call logging system. Callers may be asked to provide the following information when making a request.

1. Full explanation of how to reproduce the problem.
2. User Log on details
3. Full description of problem(s)
4. Full description of error message(s)
5. Screen shot
6. Remote access

INTERSOFT will confirm all support charges have been cleared before responding to any support queries. A unique support contract should be in place for each licensed copy of the Intersoft application installed.

1. All messages requiring action (and follow-up) are logged in Intersoft's call logging system. Requests for work will be scheduled according to an assigned priority and availability of staff resources
2. During normal hours, the telephone is answered as soon as possible. Users have the option of leaving a message on the Help Desk answer phone after hours.
3. All calls will receive a response within 8 hours, or the next business day to verify a problem and/or set up time for resolution.
4. Priorities and response times.

Calls will be processed using the following categories for priority assigned in the following order:

- **Panic calls** receive attention within 1 hour. Panic includes: Unable to manifest shipments, Unable to access despatch, Unable to access/process website.
- **Urgent calls** receive attention within 8 hours or the next working day. Urgent includes: Unable to invoice due to system error, Unable to maintain databases due to system error.
- **High calls** receive attention within 24 hours or the next working day. High includes: non-severe application errors.
- **Medium calls** will be scheduled for resolution within 1-2 working days. These calls will be closed within 5 working days. "How to" questions not answered at the time of the call will be scheduled for resolution.
- **Low calls** will be scheduled for resolution within 2-3 working days. These calls will be resolved within 10 working days. Low priority generally includes requests for new functionality such as software upgrades.

Escalation

INTERSOFT shall invoke the escalation procedures below, where necessary, to ensure that all calls submitted by the client will be actively progressed:

- After 24 hours Technical Manager
- After 48 hours Project Manager
- After 72 hours Managing director

Network infrastructure

INTERSOFT will not manage and troubleshoot the network file servers, network operating system, network printing services, network file systems, and other network hardware and software components striving to provide a fault-tolerant production network.

Standard Software Suite

INTERSOFT will not manage and troubleshoot the server-based DOS, Windows, and Macintosh software applications and desktop operating systems provided in the Clients standard software suite.

INTERSOFT will maintain all components installed by the INTERSOFT application.

System Backups

INTERSOFT will not be responsible for backup or recovery of any data held on the server. The client should maintain routine backups and log files. INTERSOFT will be available for advice and recommendations on setting up backup procedures if required. In cases of damaged databases or corrupt data INTERSOFT may request that a recent backup of the data be made available for diagnostics or that the damaged files are restored from the backup. In cases where a backup is not available INTERSOFT reserve the right to charge for any time spent on the recovery or repair process. This charge may be levied regardless of success.

System Maintenance

INTERSOFT will not add or maintain data in the application. Administrators should maintain all the databases. INTERSOFT may from time to time clear any temporary databases of files not removed by the application.

Training

This agreement does not include training although "How to" questions will be answered at the time of the call or will be scheduled for resolution. See "Service level".

Dial Access

INTERSOFT requires dial in access to support the Intersoft applications. If remote access is not available, INTERSOFT may rely on the client for the implementation of any commands required to repair errors and system upgrades.

If remote access is not available and INTERSOFT are required to arrange an on-site visit to rectify a problem, INTERSOFT reserve the right to charge for any time spent and expenses incurred.

Product upgrades

The maintenance plan includes access to all minor upgrades during your contract period. Minor upgrades refer to software amendments improving the reliability of the core Intersoft application.

All system upgrades will generally be installed remotely, if this option is available, during office.

The client will be notified of all upgrades prior to installation.