



SERVICE LEVEL AGREEMENT

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SERVICE LEVEL AGREEMENT OVERVIEW

The Service level agreement allows the client to know that their solution will be supported and maintained going forward, and the procedures associated with this.

All system license fees include the below Support and SLA

SOFTWARE SUPPORT MODEL AND PROCESS

We utilise a **tiered** approach to our support during and post project implementation. Typically Post Implementation, the role of **Tier 1** support is taken over by the client, and we ensure all relevant training, access and documentation is given to assist with this.

Tier 1: User Support – The Client support team will handle any first line support on a continual basis. They assist with straight forward problems and make sure processes are running smoothly. These include user access, password resetting, basic system guidance, etc. Anything that becomes complex or that cannot be resolved by this tier is then reviewed by tier 2.

Tier 2: Technical support – our technicians go in and identify the problem, find a solution and then use the resources at their disposal to take action. They take care of anything that escalates from Tier 1 and are technically experienced, skilled and trained to deal with these situations, and maintain processes from this level on a daily basis. They have direct access to Tier three system developers and often work in conjunction with them.

Tier 3: System Developers: Any specific issue that cannot be resolved by Technical Support are then looked at by our Development team, often this then leads to the development and deployment of software upgrades, patches and fixes. System Developers may also involve the Account Manager and Project Manager should the request/issue require a change management process to be followed.

SUPPORTING SYSTEMS

Trouble Ticket system: our CRM tracks issues and problems using a trouble ticketing system that is visible by all our tiers. Each client can log issues and problems that are organized and narrowed down to specific support areas. Our technical support team can then address each problem on the day. They can also assign team members to clients for specific issues and problems.

Customer Relationship Management (CRM) System: our CRM system helps us track customer interactions with all our tiers. A critical part of the CRM system is a trouble ticket module where individual customer issues can be tracked.

THE SLA

SYNRGISE’s service level agreement allows the client to have the peace of mind that in the event that something goes wrong, it will be dealt with timeously and as a business you would be able to anticipate the full extent of the delay. An SLA also means that hours spent onsite / offsite are not billed for, as unlimited support is offered.

The SLA does not include training, as this is billed at the agreed training rate

TURNAROUND TIMES

All of the above options will adhere to the following service levels in the event of an issue once a call is logged with SYNRGISE.

SYNRGISE will respond to the issue with a proposed solution or plan of action within:

- **Priority 1** **Critical Impact to a production system** **3 Hours**
- **Priority 2** **Critical Impact to a development system** **8 Hours**
- **Priority 3** **Major Impact to production or development** **10 Hours**
- **Priority 4** **Moderate Impact to production or development** **16 Hours**
- **Priority 5** **Request for advice or product enhancement** **36 Hours**

SUPPORT LOGGING PROCESS

The below support process should be followed for all system related issues and queries

