

## SERVICE LEVEL AGREEMENT (SLA)

### Logging a call with Document-Logistix Help Desk

Capitalised terms set out below are as defined in the Terms and Conditions.

The Help Desk is available during Business Hours (Mon to Fri 9am to 5.00pm, excluding English Bank Holidays).

Tel: **+ 44 (0) 1908 366722** Email: [support@document-logistix.com](mailto:support@document-logistix.com) or  
Fax: **+44 (0) 1908 760672**

### Maintenance

Maintenance service within the scope of this Agreement means:

1. Updates
2. Amendments to documentation
3. Software error correction

Should the system not operate as it was intended following an update, and telephone support fails to resolve the fault, Document Logistix Ltd will use remote diagnostics support. If the cause of the failure to operate is identified as a resulting from the action or inaction of the Customer or incorrect network or hardware configuration, Document Logistix Ltd reserves the right to invoice the Customer, according to its then current rates, for any services provided in resolving the problem.

Document Logistix Ltd is not providing annual maintenance for any Third Party Software and Products, but will provide such co-ordination services for the Third Party Software and Products to distribute maintenance updates issued under the Third Party Software and Product Maintenance Programme.

### Support

Annual Support includes telephone support and remote diagnostics, but will not include any on-site support. On-site support is chargeable as an additional service at Document Logistix Ltd's then current rates.

### Third Party Software and Products

Save where Document Logistix Ltd explicitly agree to provide the same, Document Logistix Ltd will not be responsible for any third party technology or operation of the same including but not limited to, Local Area Networking and associated technology, Wide Area Networking and associated technology, Equipment and operating systems, or peripheral devices.

In the event of failure of Products, contact Document Logistix Ltd who will verify the fault and advise / co-ordinate the necessary arrangements for provision of maintenance for the Product. Calls relating to Third Party Software must be directed to the Third Party Support Desk.

## Subsistence & Travel

Expenses and travel incurred by Document Logistix Ltd or its agents in performing the Services will be charged to the Customer at a fixed sum as defined in the quotations and proposals issued to the Customer or if no such sum is so defined then at the following rates:

EXPENSE / SUBSISTENCE ITEM	CHARGE
Mileage from Milton Keynes (UK) to the Customer site	45 pence per mile or cost of public transport
Travel Expenses incurred on behalf of the Customer if mileage is not applicable	Charged at cost
Subsistence	Charged at cost

## Software Support

Document Logistix Ltd operates a tiered support arrangement consisting of telephone support which escalates to remote diagnostics should the reported fault not be resolved by phone alone. This agreement requires the Customer installs remote access to the Software as documented in the site audit. Where remote diagnostics fail to resolve the reported fault the Customer has the option to escalate the support call to an on-site support visit. The Customer shall provide Document Logistix Ltd with a purchase order for on-site services.

## What can be logged with the Document Logistix Ltd Help Desk?

The Supervising Officer can log calls relating to faults with the Software and Product supplied by Document Logistix.

### Please be prepared to give us this information:

- Site / Location details
- Your full name and contact details
- Description of your problem, including Software and Product involved, Software Version and Product Serial Numbers, details of the problem including any error messages, business areas and users affected.
- Customer unique call reference number if applicable if you have one.
- Problem Severity assigned to the problem.
- Any additional information that will assist the Help Desk in resolving the problem.

## We will prioritise your call into one of four levels:

SEVERITY	DEFINITION	TARGET RESOLUTION TIME <sup>1</sup>	FEEDBACK TO CUSTOMER
<b>High</b>	<u>Major Business Impact</u> (e.g. Document Manager application software not operable from any workstation) Document Manager hosts database on server not responding to any client applications on PCs	Within 4 Business Hours	Every 1 Business Hours
<b>Medium</b>	<u>Some Business Impact but not Critical</u> (e.g. Department or site prevented from accessing one particular application or function of the system. Single PC or component failure but can still perform some useful work. Services are degraded with some inconvenience).	Within 8 Business Hours	Every 4 Business Hours
<b>Low</b>	<u>Minimal Business Impact</u> (e.g. A user is prevented from accessing one particular part of the system, but can still perform some useful work. Department or site has a problem, which has a known workaround solution provided).	With 16 working Hours	Every working day
<b>Unclassified</b>	<u>Non-Support Issue</u> (e.g. Request for update, cosmetic issue, Change Request)	As advised by Document Logistix	As agreed

On-site support is excluded from these response times. Response time target for on-site support will be within 3 Business Days of a request being received in writing before 12noon.

If the problem is scanner hardware related and the scanner hardware is under an on-site active support contract, Document Logistix Ltd will activate your scanner support contract depending upon the Service Level purchased.

SERVICE LEVEL	8 + 8	4 + 4
Time to visit	8 Business Hours	4 Business Hours
Time to fix	8 Business Hours	4 Business Hours
Parts and labour covered. Consumables costs excluded	YES	YES
Free loan if product taken offsite	YES	YES

Examples of when Document Logistix Ltd will provide feedback to the Customer are as follows:

- An incident needs to be escalated within Document Logistix Ltd or escalated for assistance from a third party company.
- The Customer is notified that a Document Logistix support engineer will be onsite.
- The problem is resolved.
- Estimated fix time will not be met, may be due to lapsed maintenance contract.

<sup>1</sup> Document Logistix Ltd will use reasonable endeavours to resolve the problem within the timescales defined.

We will then confirm your details, allocate a unique call log number and confirm the Severity Level assigned to the call. Please note this, as you will need to quote it when contacting the Document Logistix Ltd Help Desk.

The status of your logged call will be monitored by Document Logistix Ltd and advised to you accordingly. The following call statuses are managed:

- Open – Call is still open
- Overdue – Call has passed its Resolution Time Target
- Closed – Call is resolved.
- Customer Issue – Call is related to Equipment and or software not supplied by Document Logistix.
- Change Request – Call has resulted in a Software Change Request.

In the event where a call cannot be resolved or becomes overdue, the incident will be brought to the attention of the Supervising Officer and escalated internally within Document Logistix Ltd in accordance with the table below:

LEVEL	DOCUMENT LOGISTIX	CONTACT
1	Document Logistix Helpdesk Supervisor	Karnal Panesar
2	Document Logistix Operations Director	John Fernandes

Contact the Operations Director quoting your call reference and ask for the call to be escalated. Alternatively contact the Document Logistix Ltd Help Desk direct via [support@Document-Logistix.com](mailto:support@Document-Logistix.com), which will be received by both the Help Desk and the Operations Director.

## Constraints of Support

Document Logistix Ltd will use all reasonable endeavours to diagnose and remedy any malfunction or error in the Software. Provision of the Service does not, however, imply any guarantee or representation that we will be able to assist in achieving any results which are not technically feasible or outside the functional scope for which the Software was intended.

Any requests for assistance outside the normal operation of the Software, Support or Maintenance, for example development of enhancements, will incur an additional cost at Document Logistix Ltd's then given rates.

If the Customer is unable able to arrange a remote dialup, the Customer has to send data (may include database) to assist Document Logistix Ltd Help Desk undertake further analysis. Such circumstances will be outside the Service Level Agreement resolution times.