

MAM Software Limited

Service Level Agreement for Software Support Services

Introduction

This document describes the Software Support Services provided by MAM Software Limited (MAM). MAM provides Software Support Services via its Software Support Department, subject to the terms and conditions of this Support SLA.

1. Software Support Services

- 1.1 MAM will provide Software Support Services to assist the Customer with queries and problems regarding their provisioned Software. Software Support Services is provided under 4 different plans: **Basic**, **Standard**, **Enhanced**, and **Comprehensive**. Software Support Services will be provided via the MAM Support Portal (where available), telephone or email, and using communication links to the Customer's Systems subject to **Acceptable Use**. If the Customer's own Initial Support Team has carried out initial investigation and cannot resolve the query or problem, the **user** can log a Call with the Software Support Department for assistance. Details on how to log Calls are held in the Customer support portal and will be trained as part of project implementation.
- 1.2 The Software Support Services will include:
- 1.2.1 Investigation of issues where the provisioned Software is not compliant with the intended usage or provided documentation;
 - 1.2.2 Provision of advice, guidance and workarounds for situations in 2.2.1;
 - 1.2.3 Provision of Supported Software corrections as and when available based on our Software Supported Version Policy;
 - 1.2.4 Investigation of error messages produced during normal operation of the Supported Software;
 - 1.2.5 Provision of release notes for new versions of the Supported Software;
 - 1.2.6 Provision of the latest Version of the Supported Software on request to Customers entitled to receive the latest Versions;
 - 1.2.7 Assistance with problems and queries processing data where Supported Software is not compliant with the provided documentation;
 - 1.2.8 Assistance with simple queries regarding specific Supported Software operation or functionality;
 - 1.2.9 Implementation of Software Changes to entitled Customers;
 - 1.2.10 Standard support hours that will vary depending on the chosen support plan and geography. For further details of the Supported Software Support hours of service and available plans please visit the MAM website;
 - 1.2.11 Benefits for **Enhanced** and **Comprehensive** Customers for Customer Support Credits which may be redeemed against specific Value Added Services (VAS). For further information visit the MAM website.
- 1.3 The Software Support Service will **not** include:
- 1.3.1 Investigation into any issues not arising exclusively from the normal use of the Supported Software in accordance with intended usage of the Supported Software and the provided documentation and / or functionality for which the Customer has not taken training.
 - 1.3.2 House-keeping functions;
 - 1.3.3 Calls not raised into Software Support Department in a timely and appropriate manner as indicated on the relevant MAM web site;
 - 1.3.4 Incidents not raised in regards to the current live environment of the software and 1 designated test system;
 - 1.3.4 Support outside of the entitled support hours of the office location; for further information visit the MAM website
 - 1.3.5 Provision of any Supported Software corrections for Versions of the Supported Software outside of the MAM Supported Versions Policy (SVP) (as may be amended from time to time);
 - 1.3.6 Investigation of any issues where the Customer has not applied a correction or update previously supplied by MAM;
 - 1.3.7 Investigation of any performance concerns where a user is attempting to exceed more than two Sessions for any user.

2. Target Response and Resolution Times

- 2.1 MAM will exercise reasonable commercial endeavours to respond to all Calls within the shortest possible time, consistent with the agreed Call Priority, during entitled Support Hours.

Incidents

Call Priority	Effect on the System	Examples of the effect of the problem	Target response within (hours)	Initial Update	Update Frequency Objective
1	CRITICAL	<ul style="list-style-type: none"> The entire System is inaccessible to the majority of Users. Unable to perform Business Critical functions. 	1	1 Hour	Every Hour
2	HIGH	<ul style="list-style-type: none"> Seriously degraded Business Critical function(s) impacting multiple/key Users. Workaround is complex/lengthy/unavailable. 	3	Same / next working day	Every other business day
3	MEDIUM	<ul style="list-style-type: none"> Business Critical function seriously impacting multiple/key Users, with acceptable Workaround. Other significant non-Business Critical impact issues. 	5	URGENT <small>Please Contact the Customer Advice Line if a Medium Priority Incident is urgent so we can set the urgent flag</small>	On request or view on line
				Routine	On request or view on line
4	LOW	<ul style="list-style-type: none"> Minor business function impacted. Functionality clarification. Apparent inconsistencies in data. 	10	Drawn down using self-pick / touch and hold	On request or view on line
5	ENQUIRY ¹	<ul style="list-style-type: none"> Simple "How to " requests A query regarding the future or potential use of the System. 	30	Drawn down using self-pick / touch and hold	On request or view on line

Service Requests (Support)

Call Priority	Effect on the System	Examples of the effect of the problem	Target response within (hours)	Initial Update	Update Frequency Objective
1	CRITICAL	<ul style="list-style-type: none"> Not applicable to a service request. 	N/A	N/A	N/A
2	HIGH	<ul style="list-style-type: none"> Emergency Supported Software release to fix a business affecting area with no Workaround. 	5	Same / next working day	Weekly
3	MEDIUM	<ul style="list-style-type: none"> Setup of new printer². Install of Service Pack for specific deadline. 	10	As mutually agreed	As mutually agreed
4	LOW	<ul style="list-style-type: none"> New installations of Supported Software. Request for Service Pack. Chargeable installations. Live to test copy. Request for set up/configuration changes. 	20	Drawn down using self-pick / touch and hold ³	On request or view on line

- 2.2 MAM will always endeavour to resolve problems as swiftly as possible. We recognise that the computer systems are important to your business. However, MAM is unable to provide guaranteed resolution times. **A Service Guarantee** may be provided for Customers subscribing to **Enhanced** or **Comprehensive** Software Support Service subscriptions. Further information can be found on the MAM website.

3. Call Procedures within MAM

- 3.1.1 Calls are logged and maintained on the Call Logging System. For details of all MAM Call Logging, Tracking and Management Policies please visit the MAM website or Customer support portal.

¹ Facility not currently available for all Support teams

² Where entitled

³ Where work is chargeable this will be measured from receipt of signed Purchase Order

4. Support Hours of Service

Basic	Online Portal / email only during office hours of support location *subject to Acceptable Use
Standard	Office hours of support location
Enhanced	"" plus Out Of Hours Support for Critical Incidents during extended hours*
Comprehensive	"" plus Out Of Hours Support for Critical 24/7

*Extended hours
 06:30 - 08:30 Monday to Friday 06:30 - 13:00 Saturday 08:00 - 10:00 Sunday

5. Defined Terms

Business Critical Functions – Essential functions necessary for business to operate. Details of approved critical functions can be found on the MAM portal website.

Call – A query, fault, error or problem reported to the Software Support Department for assistance or investigation.

Call Logging System – The system used by Kerridge Commercial Systems to record and manage Calls.

Call Priority – The priority of a Call, how urgent the Call is.

Initial Support Team – A nominated individual or group of individuals employed by the Customer to provide Initial Support for the Customer's personnel.

Software Support Department – The Department of Kerridge Commercial Systems that provides Software Support to Customers.

Support Hours – The office hours of the support location. NB for USA Customers all normal office hours for all time zones in the contiguous 48 states are applicable. For Australia all time zones for the continent of Australia. For New Zealand the time zones for North and South Island.

Software Changes – Changes to any part of the Supported Software, including changes required to provide a resolution to a Call or to provide a diagnostic tool.

Target Response – Acknowledgement by MAM of an incident or service request including initial validation of entitlement to report a Call and confirmation of receipt typically including Call ref number.

Service Level Objective – The service that we will apply reasonable commercial endeavours to deliver in 85% or more occasions.

Initial Update – Performed at allocation of incident/service request to support analyst including comments on initial triage, additional info required from Customers and planned status/next steps.

Update Frequency Objective – Desired typical frequency of updates including refreshed status/next steps.

Medium Priority URGENT – Accelerated initial update and update frequency for designated medium priority incidents.

Supported Versions Policy (SVP) – A policy that lists by incident criticality, by support plan e.g. **Enhanced** or **Comprehensive** if appropriate, by version where Customers can reasonably expect a Supported Software correction "Bug Fix" to be made available.

Service Guarantee – An element of **Enhanced** and **Complete** support subscriptions that provides a discount on subsequent years support Charges if the Software Support Service delivered fails to meet the agreed specified criteria.

Service Pack – Is a bundle of changes that can be installed on a Customer's system to resolve issues with the Supported Software. It may also include enhancements to existing functionality and new functionality.

System – The Kerridge Commercial Systems Supported Software and associated Customer data.

Customer Support Credits – Mechanism based on subscription and number of Users which provides for discounted / free VAS.

Value Added Services (VAS) – Selected service options such as Health Checks, Training, minor works, score card meetings and other activities designed to assist Customers in the use of their Supported Software.

Health Check – A business and system process review followed up with a report recommending relevant improvements and changes, performed by MAM Professional Services.

Training – Provision of on site or remote consultancy on how to use new or current modules within the software.

Housekeeping Functions – Any routine activities required for the ongoing operation of the Supported Software in the live environment.

Acceptable Use – Number of calls (not Service Request) logged via the online Customer portal (where available) or email for Basic plan Customers where the outcome is not defect/bug related – see MAM website for details.

Version – A version of the MAM Core Software or the MAM Other Software (as applicable) denoted by the number before the point in the version number.

Session – The simultaneous use of the software by a single user limited to no more than two concurrently.