



CFMS SLA

Service Level Agreement

Corporate Financial Management Systems Ltd.
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SERVICE LEVEL AGREEMENT

1. SCOPE OF SERVICES

CFMS will provide Support Services to The Client as follows:

- ✓ Help Desk Support
- ✓ Remote Diagnostic Support
- ✓ Software Upgrades

The Applications supported under this service agreement are detailed in the contract.

Case Resolution Process

A team of help desk advisers receive the initial call. Should an adviser be unable to immediately resolve the case it is escalated to the second line help desk.

Cases referred to the second line help desk will be handled by the appropriately qualified consultant who will either attempt to simulate the issue through a process of replication or will seek to investigate the issue insitu using a remote diagnostic link to the Client's System. Currently a product called Webex is used to enable this.

If, following the remote diagnostic process, the case remains unresolved then it will be referred to the software author.

Progress on the resolution will be reported back to ensure that the process remains focused.

Details of the issue and the action taken will be recorded in the knowledge database and the case logging database.

Reporting a Case

CFMS will provide access to the Help Desk from Monday to Friday, excluding Bank Holidays and other Public Holidays from 8:30am to 6:00pm (Support Hours).

It is essential that the Client's nominated staff attempt to resolve the issue prior to it being reported to the CFMS helpdesk. To ensure that the case is handled efficiently and effectively, contact to the CFMS Helpdesk, should only be made by the nominated individuals.

On contacting the Help Desk, the Client will be requested to provide the following:

Name
Company Name & Contact ID
Application Name, Module & Version Number
Full Description of Problem, including error codes etc
Priority Classification

Cases can be logged as follows:

Email	Support@cfmsystems.co.uk
Telephone	+44 (0)208 959 0041

The Case Status will be one of:

Status	Description
Pending Case	The case is open. The Client is waiting on CFMS for a response.
Waiting for Client	The case is open. CFMS are waiting on the client to perform one or more actions.
SMR Request	The case is open. CFMS are waiting on the software supplier. An SMR is a system modification request.
Bug fix	The case is open. CFMS are waiting on the software supplier to release a patch to the software or recommended a work-around.
Case Closed	The case has been resolved by CFMS to the Client's satisfaction.

Cases are prioritised as follows:

Priority	Description	Response Time
1 – Severity Class A	System down or unable to access data	2 Hr
2 – Severity Class B	Time-critical business function out of action or malfunctioning	4 Hr
3–Severity Class C (Default)	Non time-critical business Function out of action or malfunctioning	2 Days

Software Upgrades

Software upgrades will be provided for those modules as outlined in the contract.

Where a new release of the software is available, the Client may request a copy of that release.

There is no obligation on the Client to implement an upgrade unless:

1. The version which the Client are running is due to be dropped from the CFMS Supported Software List
2. The upgrade will fix a known support issue

The software upgrade will be planned with CFMS.

Any consultancy services that are provided for an upgrade will be charged for at the prevailing rates agreed between CFMS and the Client.

On-Site Support Requests

Where CFMS is unable to resolve the issue via telephone support, a site visit may be necessary.

The visit will be scheduled subject to availability and depending on the severity of the issue.

On-site support is subject to an additional charge based upon CFMS's prevailing fee rates.

2. CLIENT RESPONSIBILITIES

The Client is responsible for / will ensure that:

1. Maintaining the operational performance of the network
2. All Desktop Services and Software is properly maintained.
3. Adherence to the agreed Help Desk procedures.
4. The Client warrants that on the Commencement Date all Hardware and Software is in good working order and fit for purpose.
5. To adopt all necessary maintenance and back-up procedures that would normally be adopted by a prudent user to protect the Software and any data produced or held by or relating to it, for example (but not limited to):
 - a. Appropriate data and system back ups are taken on at least a daily basis.
 - b. Backup media produced on one shift will be removed out of the operational area by the end of the shift in which they were produced and off site within 24 hours of their creation.
 - c. Copies of up to date documentation needed to recover from a disaster situation are stored offsite and are easily and quickly accessible.
 - d. All backups performed by the Client to be fully tested for their validity.
6. The communications link to enable CFMS to carry out dial-in support services is functional and available at all times as part of the escalation procedures.