

Service Level Agreement

Support Services

Rev 3 - June 2016



About Net Support UK

Net Support UK offers cloud solutions with smart advice and support. There's no doubt that we're experts.

We think, act and deliver differently to other IT companies by taking a 'blank paper' approach to every challenge and start by listening to what our customers want to do with their business.

For over 17 years we've kept ourselves savvy with the top tech and avoided the traps of a 'brands only' approach. It's all about the whole team working together and there's nothing more rewarding than seeing great ideas put into practice - and our customers' businesses grow as a result.



Service Level Agreement

1 Service Description

1.1 Service Outline

This Service Level Agreement applies to the provision of services by the Net Support UK Ltd Support Services Team, otherwise known as the Helpdesk. This SLA is in addition to any other service specific SLAs that may be in place.

1.2 Services

This SLA applies to all Helpdesk functions associated with managed services provided by Net Support UK Ltd including:

- Managed Cloud Services
- Connectivity Services
- Outsourced IT Support and systems management services

1.3 Scope

1.3.1 The Service Levels set out in this document are targets only and Net Support UK Ltd has no liability for a failure to meet them beyond any compensation detailed in this document.

1.3.2 All Service Levels described below are subject to the exclusions detailed in Section 5 below.

2 Operational Hours

The Helpdesk operates on the following basis subject to specific Service Descriptions and contract Terms and Conditions. Out-of-hours support is available subject to contract.

- Standard operating hours: 8:00-18:00 Mon-Fri including public holidays
- Out-of-Hours: On-Call Engineer for Emergency \ Urgent Support issues, available 24 hours a day, 7 days a week, all year round.

3 Performance

3.1 First Contact Resolution

3.1.1 Net Support UK Ltd operate the Support Services Helpdesk on a First Contact Resolution basis, with the intention to provide a timely and efficient service to our clients.

3.1.2 We define First Contact Resolution as calls being resolved to customer satisfaction with a single contact to the Helpdesk. This may be achieved in the following ways:

- (a) For telephone contact, resolution being achieved with the customer while the customer is on the first call OR the client being called back or emailed once resolution is achieved, without the need for further client initiated contact.

(b) For emailed requests, resolution being achieved with the customer as a result of a call-back by the helpdesk OR resolution being achieved by the helpdesk and confirmed with the client either by call-back or email, without the need for further client initiated contact.

3.1.3 Net Support UK Ltd set a First Contact Resolution target of 50% of all calls directed to the Support Services Team

3.2 First Level Resolution

3.2.1 In order to provide an efficient and timely response to client requests Net Support UK Ltd aim to have the majority of calls to the Helpdesk resolved by the first level of Support Services Team Members. To this end, all First Line Support staff are sufficiently skilled at dealing with the majority of requests anticipated, and we ensure adequate documentation and training are provided to support this goal.

3.2.2 We define First Level Resolution as calls being resolved without the need to escalate to 2nd or 3rd level technology specialists, with a designated first level engineer taking ownership of the call until successful resolution

3.2.3 Net Support UK Ltd set a First Level Resolution Target of 80% of all calls directed to the Support Services Team

3.3 Prioritisation

3.3.1 All calls to the Helpdesk will be given a prioritisation value based on the scope of the incident and how time sensitive it is.

3.3.2 For telephone calls, the priority will be agreed between Net Support UK Ltd and the client. The default priority level for all calls received via email will be Level 5 until reviewed \ responded to by a Support Services Team member.

3.3.3 Priority Levels and example scenarios are given below;

Priority Level	Description	Examples
1	Emergency*	Complete Service Outage, Leased Line failure, all users unable to access systems. 'Blue Light' security related issues.
2	Critical*	System-wide reduction in service performance affecting all users e.g, timeouts \ slow response, poor call quality, loss of inbound email
3	Urgent*	Loss of service or reduction in service quality affecting whole subset of users e.g. all remote workers or a branch office; security issues relating to data protection \ integrity
4	Standard: Service Impacting	Service-impacting incident for single users.
5	Standard: non-service impacting	Change requests, configuration management requests, account creation, order fulfilment, general technical queries, training

* Out-of-hours Support will generally only cover calls which can be defined as Priorities 1-3. Out-of-hours support for priority 4 & 5 calls is only available where this has been specifically detailed in the customer Agreement.

3.4 Response Times

3.4.1 Net Support UK Ltd aim to answer all calls to the Helpdesk as follows:

- (a) Standard Business Hours: 99% of all calls answered Within 30 seconds with an average answer time of <20seconds
- (b) Out-of-hours service: 99% of calls answered within 30 seconds with an average answer time of <25 seconds

3.4.2 Notwithstanding the commitment to telephone call response times above, Net Support UK Ltd have the following targets for all response times to all requests to the Helpdesk, based on call priority level

Priority Level	Response Time ¹	Update Frequency ^{1,2}
1	<30 minutes	<2 hours ³
2	<2 hours	<4 hours ³
3	<4 hours	<8 hours ³
4	<4 hours	Daily ³
5	<8 hours	On change of status

¹ Response time and Update Frequency are based on relevant contracted operating hours, Standard or 24\7. In the case of email, response time starts from confirmed receipt of request

² Update frequency may vary but client will be advised in advance of next scheduled update where this is the case

³ Updates will also be made whenever there is a change in the status of the call

4 Service Operation

4.1 Monitoring / Recording

- 4.1.1 All actions carried out by the Support Services Team are recorded in a central Helpdesk system on a per minute basis. This system is available to all Support Services Team members
- 4.1.2 The Helpdesk system is also used to record the current status of any request and to provide automatic escalation of requests in line with defined service levels.
- 4.1.3 Summary reports of all requests from a client are available on request on a quarterly basis, along with detailed transcripts of any particular request.
- 4.1.4 Performance against SLA criteria is monitored on a weekly basis.

4.2 Escalation

4.2.1 If the client feels that Net Support UK Ltd are not living up to the commitments in this SLA, the following escalation path should be followed:

Business as Usual (BAU)	Support Services Team	support@nsuk.com
1st Escalation	Help Desk Manager	HDM@nsuk.com
2nd Escalation	Operations Manager	OM@nsuk.com
3rd Escalation	Operations Director	OD@nsuk.com
4th Escalation	Managing Director	MD@nsuk.com

5 Exclusions

5.1.1 This Service Level Agreement will not apply where:

- (a) failure is due to Force Majeure
- (b) the failure is due to inaccurate information provided by the client
- (c) the client has failed to implement any reasonable and clear instructions issued by Net Support UK Ltd in relation to the service
- (d) the client and Net Support UK Ltd agree a different timescale for the performance of a Service Level to that described in this agreement
- (e) the client is in breach of any part of the contract for services, including the terms and conditions for payment of invoices, or the service has been suspended by Net Support UK Ltd in accordance with contract conditions.



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