

The logo for Accellier, featuring the word "Accellier" in a bold, black, sans-serif font centered within a bright yellow rectangular background.

**Accellier**

# **Managed Open Source Applications Master Service Level Agreement**

**Version 1.3**

**20<sup>th</sup> July 2020**

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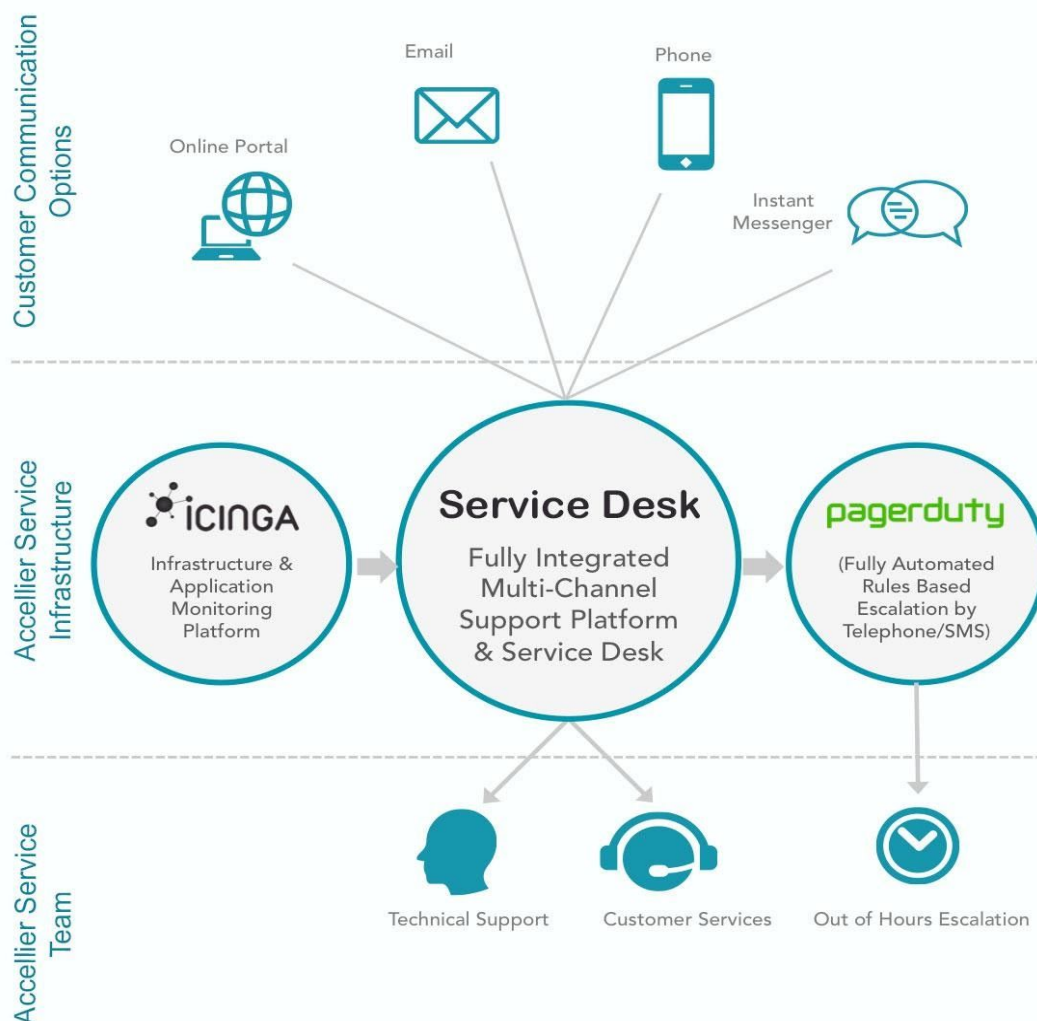
## 1. Introduction

Accellier aims to provide a consistently high quality of support and customer services to all of our customers on every interaction.

We understand that better customer service starts with better communication and we pride ourselves on the quality of our service, especially our technical support and customer service.

The easier it is for you to get technical support and the more efficient our support is, the happier you are. That's why we have invested heavily in developing our support processes and implementing a fully integrated multi-channel service desk which is integrated with Icinga (<https://www.icinga.org/icinga/>) and PagerDuty (<http://www.pagerduty.com/>).

We provide our customers with a wide range of contact options.



Regardless of whether you choose to contact us via our online portal, email, telephone or Instant Messenger, all of these contact methods will create a new support ticket in a central queue.

The Service Desk will also be the pivotal initial point of contact when there are automated alerts generated from Icinga 2, our infrastructure, application & services monitoring application. These are known as 'trigger events'.

Upon receipt of a trigger event, e.g. receiving a call from a customer or an automated alert, the Service Desk will record the Incident and follow the Incident Management process.

The Service Desk will make an initial assessment of each Incident, confirm the impact and attempt to resolve the Incident using the knowledge base or refer the Incident to the appropriate team internally.

Throughout the process, the Service Desk will monitor each Incident against the agreed SLA and escalation procedures and liaise with the customer, keeping all parties informed regarding the current status and progress.

The service desk will coordinate second-line and third-party support groups and manage the Incident/request life-cycle through to and including closure and verification.

The Service Desk is also responsible for:-

- Communicating planned and short-term changes of service levels to Customers
- Providing management information and recommendations for service improvement
- Identifying problems
- Highlighting customer training and education needs
- Contributing to problem identification.
- Populating and helping to validate Accelliers Knowledge Base

## 2. Standard Support Hours

Standard hours of support are:

Monday	9.00am to 5.30pm
Tuesday	9.00am to 5.30pm
Wednesday	9.00am to 5.30pm
Thursday	9.00am to 5.30pm
Friday	9.00am to 5.30pm

*Weekends and other UK public holidays are excluded.*

### **Extended Support Hours**

We offer two types of extended support coverage:

- **Contracted**

For customers who require extended support on a regular committed basis, we can incorporate extended support hours (up to 24/7) into your support agreement for an additional cost (please contact your Account Manager for pricing).

- **Non-Contracted**

For customers who only require extended support on an adhoc or emergency basis, Accellier may (subject to resource being available) offer this for the following rates:

Planned out of hours support

- £60ph +VAT Weekdays
- £85ph +VAT Weekends/Bank Holidays

Emergency out of hours support

- £100ph +VAT

### 3. Response Times

Accelliers Service Matrix is designed to ensure that service calls are processed in accordance with the defined requirements in a timely and effective manner.

We will use our reasonable endeavors to rectify all faults within the severity level Target Resolution Time scales detailed below, however please note that these are estimated and the exact length of time needed to provide a resolution may vary depending on how long it takes us to replicate the issue.

#### Incident Severity

All Incidents logged to the Service Desk will be allocated a severity level based on the following ITIL approved method.

	IMPACT			
URGENCY		High	Medium	Low
	High	1	2	3
	Medium	2	3	4
	Low	3	4	5

Priority Code	Description	Response Time (Working Hours)	Target Resolution Time (Working Hours)
1	Critical	4 Hours	ASAP
2	High	6 Hours	ASAP
3	Medium	12 Hours	<72 Hours
4	Low	24 Hours	<96 Hours
5	Planning	As Agreed	As Agreed

The Service Desk Staff will determine and assign the appropriate severity level of each Incident raised on the Service Desk. A review of the Incidents may take place prior to the reporting and service review to ensure that all incidents were correctly assigned the required level by all team members and adjusted to the correct level if required. This will ensure that the correct service level reports are accurate. A change to Incident severity must have an update included explaining the reason the level had been changed.

Severity Definitions are as follows:

**Level 1 - Critical**—(Severe Business Disruption) The business unit or subunit is unable to operate; critical system component failed or severely impaired.

**Level 2 - High**—(Major Business Disruption) Critical user or user group unable to operate, or the business unit is experiencing a significant reduction in system performance.

**Level 3 - Medium**—(Minor Business Disruption) A single user is unable to operate with no available work around.

**Level 4 - Low**—(Minor Disruption) A single user or user group is experiencing incidents, but work around is available.

**Level 5 – Planning**

## 4. How to Log a Support Request

### 1.1 Online Portal

You can log a support request online at <https://support.accellier.com/>

### 1.2 Email

You can log a support request by simply sending an email to [support@accellier.com](mailto:support@accellier.com).

### 1.3 Telephone

You can log a support request by calling 0800 7720241.

### 1.4 Instant Messaging

**\*\* Coming Soon \*\***

Please note, for security reasons, no change requests or customer specific questions will be discussed via instant messaging as we need to validate that the person making the request is an authorised contact with an appropriate level of authorisation.

When submitting a support request please provide the following information:

- Company Name
- Your Name
- A contact telephone number
- Confirmation of which application or service the issue pertains to
- Details of the issue
  - Under what circumstances does the issue occur?
  - Are there any error messages? If yes, please copy/paste or take screenshot
  - Any other visible signs of issue? If yes, please provide a screenshot
- Level of business impact the issue is causing



## 5. General Complaints

We take great care in providing the best possible support services. However, should you experience any dissatisfaction with any of our support services, Mark Hutchinson, our Managing Director will personally be on hand to assist.

All commercially reasonable actions will be taken to resolve your problems. However, in the event of a resolution not being immediately possible, Mark Hutchinson will attempt to provide you with Status Progress Reports, most commonly by either telephone or e-mail, at least every 24 hours (or as agreed).

Mark Hutchinson can be contacted directly at any time via:

- **Tel:** 0800 7720241
- **Mob:** 07739 710091
- **Email:** [mark.hutchinson@accellier.com](mailto:mark.hutchinson@accellier.com)