



S E R V I C E   L E V E L   A G R E E M E N T   ( S L A )  
S U P P O R T   O P T I O N S



These guidelines are valid from 1 January 2017. Signify reserves the right to alter the conditions and costs. Changes will be communicated to the relevant clients 30 days in advance.

Signify Software offers three models to ensure that we provide our clients with efficient support on the licensed Signify products. The following table is a summary of the available support models – please see below for a detailed description of each model

Support Models Summary			
Option	Model Discription	Key Indicators	Cost
<b>1) Upfront Commitment</b>	Times and materials basis. No pre-purchased or fixed monthly support hours.	<ul style="list-style-type: none"> <li>• Higher hourly rate</li> <li>• No commitment can be given regarding response times, although all effort will be made to respond as per the response times for the Pre-purchased option (see below)</li> <li>• Unforeseen support requests might cause a capacity shortfall, which will result in longer response times</li> </ul>	<b>R850 per hour</b>
<b>2) Pre-purchased hours</b>	Pre-paid bank of hours. Used on an ad-hoc basis	<ul style="list-style-type: none"> <li>• Medium hourly rate</li> <li>• Faster response times if single support requests do not exceed 3 hours</li> <li>• Mostly applicable to clients who generally require less than 4 hours support per month, but need commitment on response times</li> </ul>	<b>See cost break-down in section 2 description below</b>
<b>3) Monthly support agreement</b>	Pre-paid, fixed number of hours per month.	<ul style="list-style-type: none"> <li>• Lowest hourly rate</li> <li>• Best response times</li> <li>• Mostly applicable to clients who generally require more than 4 hours support per month, and requires best response times</li> </ul>	<b>See cost break-down in section 3 description</b>

## 1 ) NO UPFRONT COMMITMENT

1. This option is applicable to clients who want to use support on an ad-hoc, time-and-material basis. The client is mostly using the software for non-critical functions and do not require a guaranteed response time.
2. When a client requests support, Signify will evaluate the request, plan the necessary actions and notify the client of the estimated costs and timeline.
3. Due to the unforeseen nature of this option, Signify cannot commit to a response time. However, all effort will be made to respond as quickly as possible.
4. Any **time spent** during the evaluation of the request is charged for, irrespective of whether the final quotation is accepted or not.
5. Any marketing or promotion time spent to advertise additional Signify products or services to the client is not seen as support and is **not charged for**.
6. System errors on standard system functionality will be rectified by Signify and will not be charged for.
7. All support during a month will be invoiced at the beginning of the following month.
8. Support will be provided during normal Signify Software business hours – 7:30 to 16:30 (GMT + 2.00), Mondays to Fridays, excluding South-African public holidays.
9. The following tasks are considered as support:
  - j. Addressing general queries regarding system use and data integrity
  - k. System updates (of existing version, if necessary)
  - l. Monthly verification of scheduled importing of data
  - m. Assistance with reporting (not development of new reports)
  - n. Configuration of the Product (licensed modules)
  - o. General system support
  - p. Any investigation, discussion or analysis in order to understand or reproduce the client's request
  - q. Any communication with the client regarding a request
  - r. Meetings or discussions with users and client representatives (excluding travel and accommodation)
  - s. General support and error corrections on client specific customisation, interfaces, reports and configuration after the one month warrantee period
10. There will be certain days where no Signify resources will be available due to public holidays or Signify functions.
11. All **support queries** shall be logged by sending a detailed email to [support@signify.co.za](mailto:support@signify.co.za).

## 2 ) P R E - P U R C H A S E D H O U R S

1. This option is mostly applicable to clients who generally require less than 4 hours support per month, but need a commitment on response times.
2. The client may purchase a bank of hours of minimum 4 and maximum 24 hours (the rates are shown below). If more than 24 hours are required, the client is requested to select a Monthly Support Agreement (see Option 3 below).

**The following response times will apply when support is requested for this option:**

Condition	Priority	Priority Description	80% of queries will be addressed within...	Rate
<b>Support is done within purchased hours</b>	None	No tangible business impact, but required for other reasons	As agreed between client and Signify on a case by case basis	<b>R750</b> per hour
	Low	Routine, preventive administrative or other work with little business impact	48 Business hours	
	Normal	Operational problem with limited user impact or loss of non-critical functionality	24 Business hours	
	High	Significant business impact with impaired functionality and performance	8 Business hours	
	Critical	Loss of critical functionality, COMPLETE inability to work for many users	3 Business hours	
Purchased hours are used up	Same as clients with no upfront commitment			<b>R850</b> per hour

1. The reduced rate above is only valid **once Signify received the funds in our bank account**. Hours spent before money has been received will be at the *“No upfront commitment”* rate.
2. The support hours will be monitored and the client will be notified at the end of the month when hours were used, as well as what the balance is.
3. When a client requests support, Signify will evaluate the request, plan the necessary actions and notify the client of the estimated costs and timeline.
4. **Any time spent** during the evaluation of the request is charged for, irrespective of whether the final quotation is accepted or not.

## 2 ) P R E - P U R C H A S E D H O U R S

5. Any marketing or promotion time spent to advertise additional Signify products or services to the client is not seen as support and is not charged for.
6. System errors on standard system functionality will be rectified by Signify and will not be charged for.
7. Support will be provided during normal Signify Software business hours – 7:30 to 16:30 (GMT + 2.00), Mondays to Fridays, excluding South-African public holidays.
8. The purpose of SLA hours is purely for **support purposes** and **no development or modifications** will be done in the support hours. The following tasks will be included as part of SLA hours:
  - i. Addressing general queries regarding system use and data integrity
  - j. System updates (of existing version, if necessary)
  - k. Monthly verification of scheduled importing of data
  - l. Assistance with reporting
  - m. Configuration of the Product (licensed modules)
  - n. General system support
  - o. Any investigation, discussion or analysis in order to understand or reproduce the client's request
  - p. Any communication with the client regarding a request
  - q. Meetings or discussions with users and client representatives (excluding travel and accommodation)
  - r. General support and error corrections on client specific customisation, interfaces, reports and configuration after the one month warrantee period
9. System errors on standard system functionality will be rectified by Signify and will **not be deducted** from the SLA hours.
10. There will be certain days where no Signify resources will be available due to public holidays or Signify functions. Such occasions will be communicated in advance.
11. All **support queries** shall be logged by sending a detailed email to [support@signify.co.za](mailto:support@signify.co.za).

### 3 ) MONTHLY MAINTENANCE AND SUPPORT AGREEMENT

The following response times will apply when support is requested for this option:

Condition	Priority	Priority Description	80% of queries will be addressed within...	Rate
<b>Support is done within purchased hours</b>	None	No tangible business impact, but required for other reasons	As agreed between client and Signify on a case by case basis	<b>R720</b> per hour
	Low	Routine, preventive administrative or other work with little business impact	32 Business hours	
	Normal	Operational problem with limited user impact or loss of non-critical functionality	16 Business hours	
	High	Significant business impact with impaired functionality and performance	6 Business hours	
	Critical	Loss of critical functionality, COMPLETE inability to work for many users	2 Business hours	
Purchased hours are used up	Same priority as within SLA hours above			<b>R850</b> per hour

1. A minimum of 4 hours per month can be purchased.
2. Support will be provided during normal Signify Software business hours – 7:30 to 16:30 (GMT + 2.00), Mondays to Fridays, excluding South-African public holidays.
3. When a client requests support, Signify will evaluate the request, plan the necessary actions and notify the client of the estimated costs and timeline.
4. **Any time spent** during the evaluation of the request is charged for, irrespective of whether a quotation is accepted or not.
5. Any marketing or promotion time spent to advertise additional Signify products or services to the client is not seen as support and is not charged for.
6. System errors on standard system functionality will be rectified by Signify and will not be charged for.
7. **Carry-over:** In cases where a client purchases more than 8 hours per month, all unused hours for a

### 3 ) MONTHLY MAINTENANCE AND SUPPORT AGREEMENT

specific month can be transferred to the following month, for one month only.

**Example:** *If you have purchased 12 SLA hours per month and only use 2 hours in January, 10 hours can be transferred to the following month, February, and can only be used in February. It cannot be transferred again (to March, etc.)*

8. **Adjustment:** If required, the number of SLA hours can be adjusted downwards every three months and upwards at any time.
9. The number of recommended SLA hours will depend on a number of factors such as:
  - a. The modules used.
  - b. The number of active users on the system.
  - c. The level of system knowledge of the system administrator.
10. The purpose of SLA hours is for **support**. In certain cases it may be considered to do minor **development or modifications**. This will be evaluated on a case by case basis. The following tasks will be included as part of SLA hours:
  - a. Addressing general queries regarding system use and data integrity
  - b. System updates (of existing version, if necessary)
  - c. Monthly verification of scheduled importing of data
  - d. Assistance with reporting
  - e. Configuration of the Product (licensed modules)
  - f. General system support
  - g. Any investigation, discussion or analysis in order to understand or reproduce the client's request
  - h. Any communication with the client regarding a request
  - i. Meetings or discussions with users and client representatives (excluding travel and accommodation)
  - j. General support and error corrections on client specific customisation, interfaces, reports and configuration after the one month warrantee period
11. System errors on standard system functionality will be rectified by Signify and will **not be deducted** from the SLA hours.
12. There will be certain days where no Signify resources will be available due to public holidays or Signify functions. Such occasions will be communicated in advance.
13. All **support queries** shall be logged by sending a detailed email to [support@signify.co.za](mailto:support@signify.co.za).