

Service Level Agreement (SLA)

This document describes the agreed terms for which Monitor ERP Systems provides support, specifically stating what handling time can be expected. This entails both support via telephone and email.

All incoming support cases are categorized according to the following parameters. The categorization then affects expected handling time on each case.

1. Priority- the urgency of the case. We have four different priority categories.

- Emergency: The ERP system is not available to all the Customer’s Users, business-critical functions are unavailable, production is at a standstill due to the issue, not possible to invoice due to the issue, not possible to deliver due to the issue.
- High: Important functions in the ERP System are not available to the customer.
- Moderate: Common questions and problems. Errors- vital functions cannot be properly used - non-vital functions cannot be used.
- Low: Questions/issues that do not affect the daily work.

2. Type of case/issue: Categorization of the case.

- Knowledge question: Common questions that can be somewhat quickly explained or solved.
- Investigation question: Cases that need a more thorough investigation to explain or solve the issue.
- Development issues: If an issue within the Monitor ERP system is discovered it might need to be fixed by the development department.

The following matrix explains how the handling time is affected by these parameters. Note! This is a general agreement; your company might have one that differs.

	Knowledge case		Investigation Case	Development Case
Priority	Maximum initial response time	Maximum solution Time	Maximum identification time	Maximum Solution time
Critical	4 hours (during working hours).	1 working day	1 working day	3 Working days
High	1 working day	2 working days	5 working days	30 Working days
Moderate	1 working day	3 working days	30 working days	60 working days
Low	1 working day	5 working days	6 months or no action	6 months or no action