

**Service Level Agreement (SLA)
for North52 BPA
by
North52 Software Applications Limited**

Effective Date: 28-Jul-2018

Document Owner:	North52 Software Applications Limited
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Version

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1.0	01-Jun-2012	Service Level Agreement	John Grace
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1.2	28-Jul-2017	Updated Service Availability Section	Bruce Buxton
1.3	28-Jul-2018	Annual Review – no changes	John Grace
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1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between *North52 Software Applications Limited* and customers of the product North52 Business Process Activities (BPA).

This Agreement remains valid until superseded by a revised agreement. This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

IT Service Provider(s): North52 Business Process Activities. (“Provider”)

IT Customer(s): Customer of North52 Business Process Activities (“Customer”)

4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager: North52 Software Applications Limited

Previous Review Date: 28-Jul-2018

Next Review Date: 28-Jul-2019

5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

5.1. Service Scope

The following Services are covered by this Agreement;

- Monitored email support
- Remote assistance using Remote Desktop software

5.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

5.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.

5.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

6.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Email support: Monitored 9:00 A.M. to 6:00 P.M. (Irish Standard Time) Monday – Friday
- Email address: support@north52.com
- Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Only customers with a current subscription or software maintenance are covered by this agreement. The period of cover is defined by the invoice or for 12 months after receipt of the first license payment.

6.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer via reply email within the following time frames:

- Within 1 working day for issues classified as **High** priority.
- Within 3 working days for issues classified as **Medium** priority.
- Within 5 working days for issues classified as **Low** priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.