SLA Gold – full remote service of the print management system

Service Level Agreement (SLA) is the provision of services aimed at ensuring the continuity of important business processes, in this case the print environment supervised by the **DocuProfessional** system.

Rules for providing service support by Docu-Partner Sp. z o. o. for print management software covering all components of the solution (Hardware – HW (readers) and Software – SW – software on the server and devices).

1. Channels and opportunities for reporting bugs

1.1 The customer has the possibility to report bugs through one of two channels:

- E-mail: support@docupartner.pl
1. Phone: +48 71 350 55 50 (HelpDesk Docu-Partner Sp. z o. o. accepts telephone requests from Monday to Friday from 7:00 am to 4:00 pm on business days)

1.2. The bug report shall contain the following information:

- indication of the system element affected by the error (HW, SW),

- error category (categories A, B, C),

- description of the reported problem,

- contact person (name, surname, telephone number, e-mail),

1.3 The service will be carried out by remote access to the customer's resources. For this purpose, the client will provide the possibility of remote connection (e.g. TeamViewer).

1. Response time and repair time

2.1. Within 4 working hours from the moment of reporting the error (for 100% of reports) by Docu-Partner Sp. z o.o., the following occurs:

a) confirmation of receipt of the report in the form of a telephone or e-mail,

b) establishing a schedule of work aimed at eliminating the reported error.

2.2 The time of rectification of the Failure (resolution of the notification for 100% of events) according to the schedule may not exceed the value of 1 business day for Fatal Error type A and 3 business days for Non-Fatal Error Type B.

1. Error categories and corrective response

"*Fatal Error*", Type A: An error that prevents the use of the print, copy or scan service to the extent that it limits the functioning of the Customer's premises where the system is used. This occurs when more than 25% of the devices controlled by the print management system are simultaneously unavailable for print, copy and scan functions.

Simultaneously, the system administrator has the option, regardless of the course of the repair process, to run emergency procedures that allow printing and copying without the use of print management software. Such procedures and tools for their implementation will be implemented. The procedures will ensure the transition to the emergency mode in no more than 4 hours for the print service, and no more than 8 hours for the copy and scan service, from the moment of starting the emergency procedures.

"Non-critical error", type B: An error that does not result in a complete stoppage of the entire system and does not limit the functionality to such an extent that it prevents the functioning of the premises where the system is used. Such a situation occurs when within the organizational unit there is another device with similar functionality available to provide the service.

"*Error*", type C: An error that does not limit the functionality of the print management system to the extent that the Customer cannot operate at the Customer's premises where the system was installed, but the removal of which will visibly improve the functioning of the system. This situation occurs when additional actions are required to use a particular function, but print, copy and scan functionality is ensured.

The solution to the problem will be provided by the software manufacturer as part of scheduled updates, the release date of which will be communicated to the Customer.

If communication with the customer to premium or foreign numbers is required, the customer or partner will be charged for the list of calls made by our service.

4. What SW SUPPORT contains:

- DP system update with new features

- DP system update to adjust changes when firmware updates on devices

- DP update to adjust changes when updating Windows servers

- adaptation of the DP system to new security measures

- compatibility when new Windows systems appear

- DP system update for new devices (new models and new manufacturers)

- DP updates for new versions: databases, apache, php

5. What is included in SLA SUPPORT:

- remote assistance for DP system according to fixed SLA (response time / repair time)

- responses to customer emails related to the DP system

- Phone Support

- Guaranteed response and repair times