

ORDIGINAL

Global Service Level Agreement (G-SLA)



Contact us:

info@ordiginal.com

www.ordiginal.com

ORDIGINAL

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At a Glance

Who is entitled to this SLA?

This Global SLA is provided to customers with a valid support contract, and to contracted partners. Any non-contracted support is restricted to certain product lines with no support guarantee. If a contract is in place, ORDigiNAL guarantees to meet the SLA guidance for all products purchased via ORDigiNAL.

What are the availability hours?

Monday to Friday: 09:00 to 17:30 (excluding public holidays)

What Service Level Agreement does ORDigiNAL provide?

Severity Level	Requirement	Response Time
Critical	Complete Outage	1 Hour
High	Widespread disruption to business	2 Hours
Medium	Minimal disruption to business	4 Hours
Low	No disruption to business	48 Hours

- For a detailed severity level overview and any restrictions please refer to the full terms and conditions section.

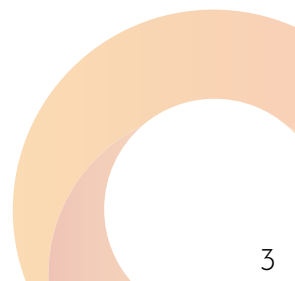
What is included in a contracted support agreement?

- Guarantees to meet our defined SLA response times and customer prioritisation
- Unlimited support requests via phone/mail/ticket
- Direct hands-on support to get you up and running*

*Only available where a support contract is maintained between ORDigiNAL and the end customer. Partners with contractual agreements to sell ORDigiNAL products are excluded unless otherwise agreed.

How to access support services?

- [Email](#)
- [Support Portal](#)
- Telephone (Please refer to the website for up-to-date numbers)



Full Terms & Conditions

Scope of Support Service

The support service will commence and cease (unless renewed/extended) in alignment with the annual solution support dates for the software licenses provided by the manufacturer. ORdigiNAL will provide the support service to the Customer (and/or their Reseller) to ensure the effective use of the application throughout its life cycle.

The Service will be provided on all software licenses for a given period as purchased by the Customer from ORdigiNAL and either listed in Section 6 'Components Covered by This Service' or detailed in a fulfillment.

The provision of remote access for ORdigiNAL support staff to assist in the diagnosis and potential resolution/workaround of reported issues is a requirement of the service. This also delivers key benefits to the Customer including faster response, faster potential resolution/workaround, and reduced downtime.

Remote access services are exclusive to direct support contracts between ORdigiNAL and an end customer or via a paid partner agreement. Partners requiring ORdigiNAL remote access services will be charged unless otherwise agreed.

ORdigiNAL can provide on-site support, but only by exception and only if remote support options have been exhausted and have been unsuccessful in identifying or resolving a given issue. Additional charges for site visits apply, e.g. Travel, hotel. ORdigiNAL makes no guarantees that onsite support services can be provided, but that efforts will be made where possible.

Services provided may only be utilised within the limits of the contract terms; specifically for a globalised entity where support services are required globally, separate contracts must be locally created and signed. Support Services may not be used within restricted regions, such regions are as follows:

- The Russian Federation
- Belarus

Adjustments and Responsibilities

ORdigiNAL may adjust these terms and conditions freely, this resource is provided for customers to obtain the latest terms easily. Any changes to terms will be communicated directly with customers in receipt of a valid support contract, or who is listed as a current or previous customer.

You may request to be removed from this mailing list at any time, note that if you request to be removed from this contact list, ORdigiNAL 's responsibility toward informing you of term changes is released. ORdigiNAL does not audit the usage of mailing list contacts, any non-contactable customers due to mailing closures remain the sole responsibility of the customer.

Support Types

ORDigiNAL provides 3 types of support services:

- **Partner Support**

Re-seller Partners are responsible for initial customer call handling and basic triage / diagnostic activities (Level 1) plus technical support using resources that have been specifically trained on the solution in question (Level 2). ORDigiNAL will provide escalation support and manage any required engagement of the software vendor (Level 3).

- **Direct Support**

Re-seller Partners are responsible for initial customer call handling and basic triage / diagnostic activities (Level 1). ORDigiNAL will provide technical support using resources that have been specifically trained on the solution in question (Level 2), plus escalation support and management of any required engagement of the software vendor (Level 3).

- **Direct Support with Helpdesk Service**

ORDigiNAL is responsible for all levels of the support process, including initial customer call handling and basic triage /diagnostic activities (Level 1). Technical support using resources that have been specifically trained on the solution in question (Level 2). Escalation support and management of any required engagement of the software vendor (Level 3)

Support Levels

Four levels of support are identified and operate as follows:

Note: The support levels and steps described below and elsewhere in this document relate to items supplied by ORDigiNAL. Items not supplied by ORDigiNAL are excluded from this agreement and their support is the responsibility of others. It is the Customer's and/or Reseller's responsibility to investigate and determine that any such items have been excluded as a possible cause of the current issue before raising a support ticket with ORDigiNAL or additional charges may apply.

- **Level 0 support is provided by the Customer.**

Provided by the Customer's IT Team/Helpdesk to offer end-user assistance in operating the application. This role is to validate that the end user is operating the system correctly and in accordance with its intended usage. The Level 0 support organisation is responsible for providing local assistance and validating that problems encountered are not due to inaccurate or inappropriate user operation or infrastructure-related issues.

- **Level 1 support is provided by the Reseller***

Provided by the Reseller's Technical Team/Helpdesk (* or by ORDigiNAL if a full 'Helpdesk Service' is in place), Level 1 support will receive a support request from the customer's IT Team/Helpdesk (Level 0) and will attempt to validate that incorrect user operation and infrastructure issues have been checked for and excluded as the possible cause of the issue. Level 1 will then use their own technical support skills to suggest operation or configuration changes that may help to isolate or resolve the issue.

- **Level 2 support is provided by the Reseller if a ‘Partner Support’ contract is in place or ORDigiNAL if a ‘Direct Support’ contract is in place.**

Level 2, which is responsible for the main problem diagnosis/resolution activity, receives a support request from Level 1 personnel (or Level 0 if an ORDigiNAL ‘Helpdesk Service’ is in place) and will attempt to identify system-level changes/updates etc. that are resolvable locally through set-up or configuration changes. These changes may render the problem closed, or act as a workaround pending a code change. The customer and/or reseller will provide all required and requested support (including onsite) to assist in the identification and resolution of the issue. If the problem is not closed through setup or re-configuration changes/updates, Level 2 will escalate the problem to the Level 3 maintenance organisation. If a resolution cannot be achieved remotely, ORDigiNAL may arrange on-site resources to progress the problem where reasonably achievable; onsite availability is not guaranteed.

- **Level 3 support is provided by the Software Vendor.**

ORDigiNAL Level 2 Support will liaise with the supplier (Level 3) to request a resolution of the problem and will maintain communication with all relevant parties as the issue identification and resolution activities progress.

ORDigiNAL Support Matrix

	Partner Support	Direct (ORDigiNAL) Support	Requires Direct Support ORDigiNAL Helpdesk
Level 0 Customer internal process	Customer	Customer	Customer
Level 1 Initial call handling / triage	Reseller	Reseller	ORDigiNAL
Level 2 Technical Support (Trained)	Reseller	ORDigiNAL	ORDigiNAL
Open Escalated Support Ticket	ORDigiNAL	ORDigiNAL	ORDigiNAL
Level 3 Escalated Support (SME)	Solution Vendor	Solution Vendor	Solution Vendor

Hours of Service

ORDigiNAL office hours (9 a.m. to 5 p.m.) from Monday to Friday, excluding national holidays. Note that any calls/tickets placed outside of these times will be dealt with at the beginning of the next working period.

Call Logging

To send us a request or log a support call, please make sure you use the most appropriate route (below). The Severity descriptions in the ‘Service Levels’ section (Item 8) will help you to choose.

- For all severity levels, please create a support ticket using the support portal or via email, with your contact details along with information about the solution, license/serial numbers, issue/error description (including supporting screenshots) etc.
- For any critical severity level issues, please complete the steps described above but also call with ORDigiNAL and alert us to the fact that you have raised a support ticket for a critical issue.

Components Covered by the Service

The below table details the components included in any direct agreement between ORdigiNAL and an end customer; separate or in addition to this list, ORdigiNAL may request a fulfilment detailing your supported products. Contracted partners do not require a component list and will receive support for all products they are contracted to provide.

Part No	Description	Site Reference	Service Start Date

Customer Support Contact Details

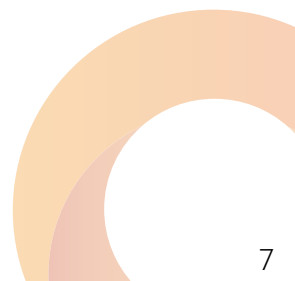
The below table details any specific contacts available to you for any direct contracted agreement. Failure to log support calls using the contacts listed below may result in a delay to resolution as ORdigiNAL will use the contacts provided for support issue communications.

Contact Name	Contact number(s)	Email address

Service Levels

Severity Critical	
When to use	Any critical categorisation expects a complete outage that is likely to affect business operations. The ORdigiNAL-provided solution is deemed the cause by either the customer or the reseller.
Requirements	Place a ticket with ORdigiNAL and make direct telephone contact.
SLA	ORdigiNAL will respond either immediately or within 1 business hour.

Severity high	
When to use	Any High categorisation expects a widespread problem that is affecting a large number of users. The ORdigiNAL provided solution is either unreliable or in total failure.
Requirements	Place a ticket with ORdigiNAL.
SLA	ORdigiNAL will respond within 2 business hours.



Severity Medium	
When to use	Any Medium categorisation expects a general fault with the ORdigiNAL provided solution such as a slow function or a fault that does not affect all users. This categorisation should be used where business operations can continue as normal.
Requirements	Place a ticket with ORdigiNAL.
SLA	ORdigiNAL will respond within 4 business hours.

Severity Low	
When to use	Any Low categorisation is a default where there is no immediate requirement and is used if no specific category is defined.
Requirements	Place a ticket with ORdigiNAL.
SLA	ORdigiNAL will respond within 48 business hours.

Call Escalation Route

ORdigiNAL office hours (9 a.m. to 5 p.m.) from Monday to Friday, excluding national holidays. Based on the definitions of the levels of support (in section 3) the structure for call handling is:

- The end-users detect a problem with the application and report this error to the client’s internal IT help desk organisation who then perform initial diagnostics.
- If the Customer’s internal team (**Level 0 support**) is unable to resolve the problem they have the responsibility to raise the issue with the reseller’s support organisation (**Level 1**) via their agreed submission process. If an ORdigiNAL ‘Helpdesk Service’ is in place then the customer will raise the issue directly with ORdigiNAL support.
- If the Reseller’s support team (**Level 1**) are unable to resolve the problem, they have two options; depending on the ORdigiNAL support contract in place for this customer implementation:
 1. If a **‘Partner Support’** contract is in place, then the Reseller is also responsible for the ‘Level 2’ support activities so the Reseller’s ‘Level 1’ team should pass the call/issue to whoever in their organisation is responsible for ‘Level 2’ tasks.
 2. If a **‘Direct Support’** contract is in place, then ORdigiNAL is responsible for ‘Level 2’ support activities so the Reseller’s ‘Level 1’ team should escalate the call/issue to ORdigiNAL via the correct submission process.
- The ORdigiNAL Support Desk (**Level 2 Support**) will send an initial communication to the submitter of the call, or the registered support contacts if the submitter is not recognised, confirming the call number assigned to the log and to be used for all ongoing communications. A request for further information may also be made during the initial communication.
- ORdigiNAL Level 2 Support will then manage the call through to resolution or workaround and keep the submitter updated as to progress.
- If the call is to be routed to a third party (**Level 3**), ORdigiNAL Level 2 Support will manage this activity and continue to have ownership of the call.
- If on-site support is deemed necessary, ORdigiNAL Level 2 Support will manage this activity and continue to have ownership of the call.

Management Escalation Route

In the event the normal support route is not sufficient for your requirement, then either the customer or the reseller may escalate the current issue for review by the support manager. It is your right to request this at any point through the existing ticket or by telephone.

Support Contract Fees

Any agreed support contract must be maintained annually, and in situations where a contract has elapsed, contracts require reinstatement before support can continue at guaranteed levels. Any agreement to enter into a support agreement will result in the issuance of an invoice which will be sent to a single billing address designated by the customer. All contracts will be automatically renewed unless otherwise requested to cancel and any cancellation must be requested within 3 months of expiration.

Support Usage Period

Support services may be used on the same day of purchase provided the invoice is paid in full. Support agreements may range from 12 months upwards, with 12 months being a minimum contractual term. All agreed support contracts and any associated terms are final and such agreements are non-cancellable, and any associated fees paid are non-refundable unless otherwise stated.

Valid Licensing

Any support services provided within a guaranteed contract or within any generalised terms can only be provided where a customer requests support for a product that has been licensed via ORDigiNAL and is currently within the licensed terms set by the software vendor.

ORDigiNAL maintains the right to refuse support where a customer has refused to update or implement the product to the vendor's requirements, has obtained software outside of ORDigiNAL's product portfolio or where a problem arises due to a refusal to implement any guidance provided by ORDigiNAL.

Fixes/ Patches and Upgrades

If an issue is raised with ORDigiNAL and a diagnosis concludes the product to be the problem, ORDigiNAL will investigate possible fixes/ hotfixes/ patches/ upgrades to address the issue. In the absence of a solution, ORDigiNAL will escalate the problem to the product vendor/ manufacturer.

It is the customer's or reseller's responsibility to work with ORDigiNAL to test any provided solutions within their environment, preferably a test environment where available, and any usage of fixes within a production environment remains the sole responsibility of the customer.

The customer is also responsible for ensuring any sufficient backups are in place before implementing any provided fixes. In the event ORDigiNAL is required to implement any solutions, these will be implemented during normal business hours, should the customer or reseller require an out-of-hours service, this will be chargeable.

ORDigiNAL reserves the right to charge for solution upgrades where a solution is deemed only possible within future versions of the product. ORDigiNAL cannot take responsibility for customer products that are either not within the vendor / manufacturers supported list or are proven faulty due to a lack of sufficient upgrade.

Additional Charges

ORDigiNAL reserves the right to charge for on-site support based on the agreed hourly/daily/project fee if either or both of the following reasons arise:

- Remote access was not made available to perform initial diagnostics
- The issue proves to not lie within the supported software and the customer has failed in their duty to sufficiently isolate the issue, due to not performing reasonable diagnostic steps including:
 - Identifying any platform issues on which the software resides
 - Identifying any network issues
 - Identifying any user issues
 - Identifying any basic configuration issues within the supported product

Support Contract Reinstatement

If a support contract has lapsed and there is a requirement to reinstate this contract to maintain effective support levels, a reinstatement fee may apply. Such fees are generalised as follows and are subject to change without notification: if the support contract has lapsed, a reinstatement fee of up to 150% of the previous annualised fee, or a backdated invoice covering the unpaid contract period; this remains at ORDigiNAL's discretion. In addition to any reinstatement fee or backdating fee, the future contract must also be paid in full before support services may continue.

Right to De-support

ORDigiNAL maintains the right to remove support for product lines that are either discontinued by the vendor or are no longer supportable due to major product release issues. Customers may still obtain support in the form of a migration service toward a recommended solution within ORDigiNAL's product portfolio. Any de-support for a product does not entitle a customer to receive credits for support that they would otherwise receive, customers may instead make use of migration services to support the transition to the alternative solution. ORDigiNAL does not support any transition to products that are not within its product portfolio. It remains ORDigiNAL's responsibility to inform customers of any upcoming product de-support to enable effective product transitions, and any associated major upgrade or transition paths.

Right to Cancel

Support contracts do not have a cancellation clause and are non-refundable. If ORDigiNAL has failed to meet its obligations in providing support within the agreed SLA terms and has been unable to rectify the situation within an acceptable timeframe where the cause is proven to be ORDigiNAL fault, customers will be entitled to service credits. Such credits may be used to reduce future payments of renewed contracts, or in exceptional circumstances refunded. Any refunds issued where ORDigiNAL is unable to further help resolve the situation remain discretionary and will be calculated from the initial cause to the current date of request.

Specialised Agreements

You may request a specialised agreement to extend the terms of service at additional cost, such agreements are usually termed as extended support agreements and detail extra inclusions, for example, alternative support hours, extra professional service time and others. If you maintain such an agreement, please refer to the contract provided for specific terms. Any terms stated in this general agreement will not apply.

Exclusions

The following items and activities are not within the scope of the support agreement:

- Handling of queries regarding the use of any associated software, systems, and networks not supplied as part of the solution. This includes general support of the operating system, database or software suites.
- The provision of training to the customer.
- Support requested for projects under separate project agreements.
- Support requested due to server moves unless ORdigiNAL has been formerly engaged to assist, charges agreed upon, and an order placed for such services.
- Support requests for hardware items not supplied by ORdigiNAL even if an element of software that ORdigiNAL has supplied is running on that hardware. In this case, the software element would be supported by ORdigiNAL, but the hardware would not be.
- Support requests for solutions that are no longer supported by the original manufacturer (supplier/vendor) and for which there is no longer an option for support escalation.
- Support requests for software that runs on unsupported operating systems.
- Customers are solely responsible for the security of their own data and for all backup/recovery measures with respect to that data and all software associated with the solution.