



SERVICE LEVEL AGREEMENT

Between

Sysco Software (N.I.) Limited

&

[Company]

- ☐ **Microsoft Dynamics 365 Customer Engagement**
- ☐ **Microsoft Dynamics 365 Finance & Operations**
- ☐ **Microsoft Dynamics 365 Business Central**

**Tick appropriate product*

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This Service Level Agreement (SLA) is valid for the period set out below and describes the Services to be provided by **Sysco Software NI Ltd** (SYSCO) to **[Company]** (CUSTOMER).

Document Control

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Contract Period

Renewal Date	23/11/2028
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[Company] Acceptance

Name	
Signature	
Position	
Date	

Sysco Software (NI) Ltd Acceptance

Name	Paul Bingham
Signature	
Position	Managing & Commercial Director
Date	

Customer: Company Number: Address:	[Company]
Primary Contact	Name: Title: Tel: Email:
Secondary Contact:	Name: Title: Tel: Email:

Supplier: Address:	Sysco Software NI Ltd 2 Cromac Place The Gasworks Belfast BT7 2JB Northern Ireland
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Table of Contents

1. Introduction – The Service.....	5
2. Service Level Standards.....	7
2.1 The Service.....	7
2.2 Sysco Responsibilities	7
2.3 Customer Responsibilities	8
3. Service Level Schedule.....	9
3.1 Customer Support Contact Details.....	9
Business Central/NAV:	9
Customer Engagement/CRM:	9
Finance & Operations/AX:	9
3.2 Opening Hours	9
3.3 Outside Opening Hours Support.....	9
4. Sysco Customer Support Procedures.....	10
5. Receiving Change Requests & Software Incident Reports.....	12
6. Change Request Procedure.....	15
7. Processing the Support Issue	16
7.1 SIRs (No Object Change Required)	16
7.2 SIRs (Object Change Required) and CRs	16
7.3 Sysco Testing	16
7.4 Customer Testing.....	16
8. General.....	17
9. Customer Responsibilities	18
10. Response Times.....	19
10.1 Support incidents.....	19
10.2 Change Requests.....	20
10.3 Support Escalation Procedures.....	20
11. Charges	21
11.1 Dynamics Technical Support & Maintenance Services	21
11.2 Additional Charges.....	21
Appendix A: Customer Support Portal	22

1. Introduction – The Service

This document outlines the Microsoft Dynamics Software Maintenance Service Level Agreement (SLA) for the CLIENT supplied by SYSCO. Pursuant to the terms of this SLA (and where applicable, Clause 12 of the Software and/as a Service/s Agreement), SYSCO will provide maintenance and support services in respect of the Application Software and the Customised Software.

Sysco agrees to provide the Support and Maintenance service for the CLIENT, which shall be performed in accordance with the service level standards set out in this SLA. This SLA is subject to annual review by both parties and can be changed in agreement by both parties.

Sysco are acting as a supplier of maintenance services on behalf of Microsoft for Dynamics software. The service also includes customisations made by Sysco. The following support services are provided under our software and services agreement.

- Manufacturer Product Maintenance including access Applications Software updates/ upgrades and problem fixes under the Manufacturer's terms and conditions, and access to Manufacturer Client Source Portal for off-line assistance in the correct use of the software. Services required to implement Manufacturer's updates/upgrades are excluded, unless agreed and detailed in the Lifecycle Management Service.
- Sysco Support Services including Customised Software Support Service, Sysco Helpline Support Service and any additional support services detailed in the annual Support Agreement. Updates/Upgrades to Customised Software and associated services are excluded unless Lifecycle Management Service is utilised.
- This Support Agreement should be taken and understood in conjunction with the Lifecycle Management Service where applicable.

First level support will be provided by Sysco. Sysco may escalate support incidents as it sees fit to Microsoft and/or Vendor/OEM (e.g. Microsoft or any supplier of the underlying technology). In all such incidences Sysco will take the initiative and all subsequent communications to resolve the issue will take place between Sysco and CLIENT. The Vendor to which the case is escalated may not adhere to the same response times, Sysco will inform the CLIENT in such event.

We undertake to use our reasonable efforts to rectify any errors in the Software that you notify to us in writing and that we can recreate with the latest unaltered release of the Software. Unaltered release is termed to be standard Dynamics software plus modifications provided by us but does not include any changes made by you which we have not been informed about.

2. Service Level Standards

The Support Service Standard is to ensure that the customer has the highest confidence in the responses, advice, and fixes from Sysco.

2.1 The Service

This section details the services covered:

- Sysco shall supply a dedicated resource team to supply the required level of support for the customer's Microsoft Dynamics live, test and development system; this will include bug resolution, software updates, etc.
- Sysco shall provide the customer with technical advice by telephone, email, and on-line support portal as necessary to resolve the customer's difficulties and queries in using the system.
- Where required Sysco shall provide a Support Resource at the customer location. This may be chargeable if the reason for the site visit is user operational error and not a software error.
- Sysco shall perform incident and change management based on the agreed processes supplied by the customer. The customer may request a change or modification to the system which is agreed by both parties to be outside the original project scope. In this case, a completed change request form should be submitted to Sysco support portal. A quote will then be produced which may involve a Dynamics applicational/functional or technical consultant.
- Sysco shall adhere to the Service Levels as described within this document.
- Should the support incident be of a nature where training is required, (for example, a new member of staff) a quotation will be given based on the type of training required. Venue can be at Sysco, the customer's premises or delivered virtually.

2.2 Sysco Responsibilities

- Identify team members for Applications support.
- Will own the responsibility of training new Sysco members on the customers' software versions and configuration.
- Status review meeting with respective team leads of the customer.
- Will ensure that the SLA's are met.
- Quality of deliverables.

2.3 Customer Responsibilities

- Provide Sysco, software tools related to servers with valid licenses needed, such as Windows Server Operating System, SQL Server, Active Directory Service Accounts, Client Operating System for on-premises deployments and the necessary connectivity to On-line Cloud deployments.
 - Provide Sysco with any necessary information and/or documents to facilitate Sysco providing support and keep Sysco up to date with any changes in the customer infrastructure that may result in changes to support.
 - Provide an internal support structure such that support queries from end users are triaged and managed by a nominated customer representative(s). This "Super User" shall be responsible for liaising and managing the support relationship with Sysco.

3. Service Level Schedule

The primary objective of this Service Level Schedule is to provide the best reactive support service. Provision of this service includes Application Support for the Dynamics software and Dynamics integrated products.

3.1 Customer Support Contact Details

Business Central/NAV:

Customer Support Portal: <https://helpdesk.sysco-software.com:8095>

Customer Support Telephone Number: +44 28 9050 8550

Customer Engagement/CRM:

Customer Support Portal: <https://helpdesk.sysco-software.com:8095>

Customer Support Telephone Number: +44 28 9050 8550

Finance & Operations/AX:

Customer Support Portal: <https://helpdesk.sysco-software.com:8095>

Customer Support Telephone Number: +44 28 9050 8550

3.2 Opening Hours

Office Opening Hours are Monday to Friday: 9am to 5.30pm GMT/GMT+1

Closed – UK Bank Holidays, Public Holidays

Customers will be notified of Christmas and Easter holiday arrangements.

3.3 Outside Opening Hours Support

Sysco shall, upon request, provide support to the Customer outside the Office Opening Hours (set out above). Terms to be agreed prior to organised cover.

4. Sysco Customer Support Procedures

Once a project is past the Go-Live Phase any further support required by the customer can be attained from the Customer Support Department.

This document details the procedures to be followed, and the documentation to be used during the lifecycle of a Support issue or a Change Request (CR) made by the Customer to Sysco. Adherence to these procedures will ensure that any enhancements or program changes to the customers' system will be carried out efficiently and to the exact requirements of the Customer.

What is a Software Incident Report?

A Software Incident Report is a request for help with a problem. This can be the reporting of a software error, reporting of erroneous data, or a simple query.

The priorities that can be assigned to an SIR range from: Priority 1 up to Priority 4.

Further details on support incident types and response times can be found in section 10.1.

What is a Change Request?

A Change Request is a request to Sysco to amend or add to the functionality of the Dynamics system as initially requested and signed for in the Scoping Design Document. These can range from cosmetic changes to forms or reports, or changes to the logic of the system.

The Priorities that can be assigned to a CR range from: Low, Moderate, High, or Urgent

The range of status for Change Requests and Software Incident Reports are as follows:

- Logged
- In Progress
- Awaiting customer response
- Awaiting third party response
- In Testing
- Awaiting Release
- Customer Testing (i.e., release to customer for testing)
- Closed
- Rejected (Change Requests only, e.g., where the Customer no longer requires the change initially requested.)

Both Change Requests and Software Incident Reports can be assigned a range of priorities. Issues are dealt with in order of priority. In addition, SIRs take priority over CRs.

Section 5 of this document will discuss in more detail the different stages in handling Change Requests and Software Incident Reports and the necessary procedures that should be carried out by both the Customer and Sysco to provide an efficient and effective support service.

5. Receiving Change Requests & Software Incident Reports

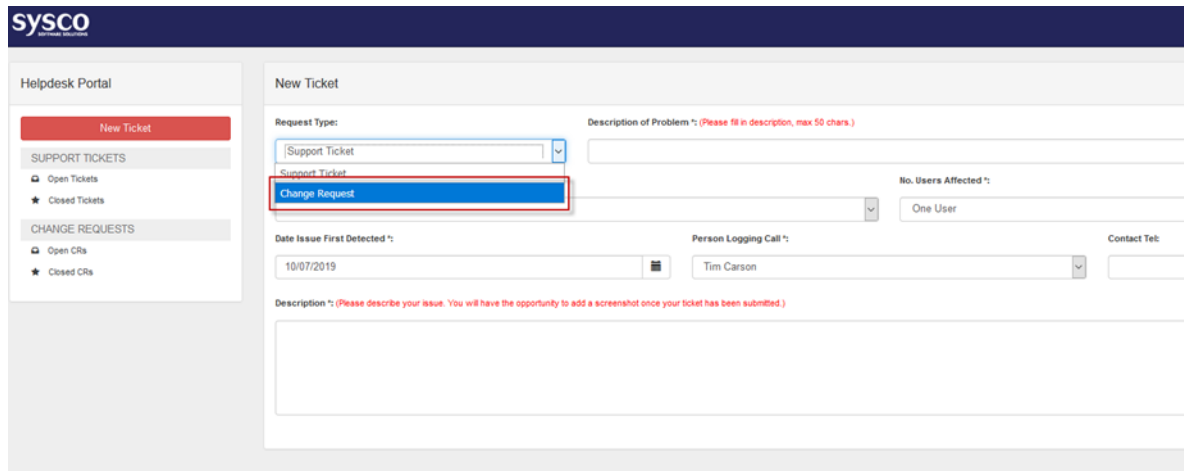
Change Requests (CRs) and Software Incident Requests (SIRs) can be received preferably through the Customer Portal or through email. All issues MUST be reported to support.

The customer must detail CRs/SIRs through the customer portal or email before any action is taken. Software incidents may also be logged and updated directly by you using the customer portal.

Documenting the issue in this way will help the customer to manage their support requirements and reduce the time taken to resolve the issue. As this method forces clarification and reduces the margin for misinterpretation – the more information we receive, the quicker a solution can be obtained. If issues are not reported in this manner, they will fall outside these procedures, which have been designed to ensure an accurate resolution can be provided as efficiently as possible.

Once the information is recorded, an acknowledgement that the Issue has been received and logged is sent to the Customer's Project Manager. The customer portal contains functionality to automatically email the customer with the reference number, description of the CR/SIR, and the priority the Issue/change has been given on the system. Every Issue is logged, and an acknowledgement sent within minutes when it has been logged through the portal or two working hours if it has been emailed during normal office hours and received by Sysco. Response times per SLA can only be guaranteed if the support request is logged via the support portal or directly via telephone with a Sysco Dynamics support representative.

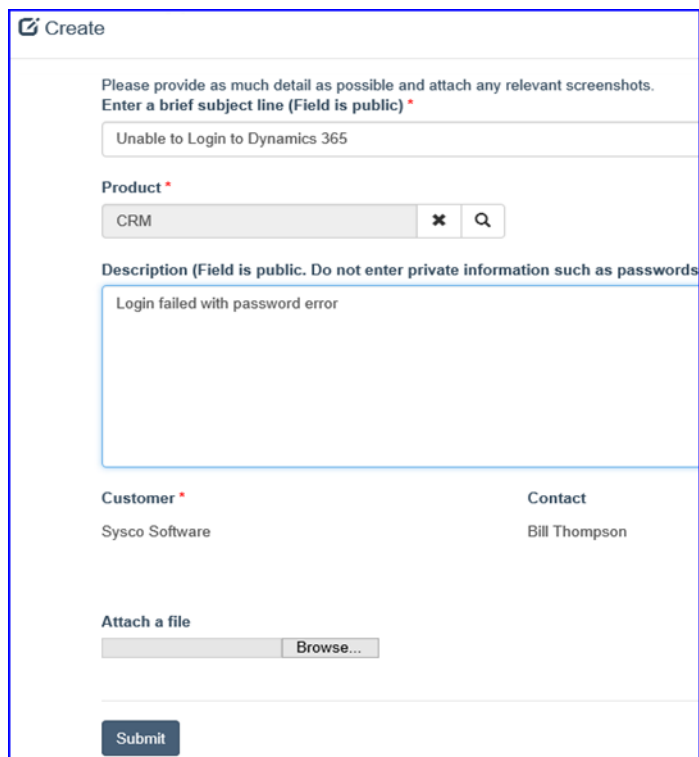
Entering a Change Request on the system.



The screenshot shows the 'New Ticket' form in the sysco Helpdesk Portal. The 'Request Type' dropdown menu is open, and 'Change Request' is selected and highlighted with a red rectangular box. Other visible fields include 'Description of Problem', 'Date Issue First Detected' (10/07/2019), 'Person Logging Call' (Tim Carson), and 'No. Users Affected' (One User).

As you can see from this screen shot, a priority is given to the Change Request (in this case Moderate), a status applied (In Testing) and an Analyst Programmer and Project Manager assigned. A brief description is also appended to the Change Request, and this is taken from the signed and returned Change Request Confirmation document.

Entering a Software Incident Report on the system.



The screenshot shows the 'Create' form for a Software Incident Report. The form includes the following fields and content:

- Subject Line:** Unable to Login to Dynamics 365
- Product:** CRM
- Description:** Login failed with password error
- Customer:** Sysco Software
- Contact:** Bill Thompson
- Attach a file:** Browse...
- Submit:** A dark blue button at the bottom.

In the case of an SIR (above) the area of the problem is identified, a status allocated, an Analyst Programmer or Implementer assigned, and a brief description attached.

When the problem has been addressed and appropriately tested the customer will be emailed of a status change on the ticket and what the latest update is, whether it's a resolution or further investigation needed. The customer will also be able to update the ticket in the customer portal if they need to.

Please note, it is the Customer's responsibility to confirm if the SIR or CR has been addressed satisfactorily. If no response has been received to Issues requiring a software code change within 28 days, the issue will be closed as correct. For Issues requiring general advice, they will be closed within one working day.

If the problem reported cannot be reproduced by the Customer Support Representative, a detailed description needs to be e-mailed by the Customer. This should include a step-by-step explanation and details of what the user is inputting into the live system.

6. Change Request Procedure

1. A Change Request (CR) is submitted to Support via the customer portal.
2. Once received an Analyst Programmer completes a Change Request Confirmation (CRC) document. The purpose of this form is to provide a comprehensive, unambiguous specification of the Change Request as understood by Sysco. This should not be a technical specification, but a description of the functionality, aims, and output required from the enhancement, plus an estimate of how much time the CR should take.
3. If the Change Request is chargeable, then a quotation is prepared. The quote is then approved by the Application Consultant responsible for that Customer Account.
4. The CRC and quote (if applicable) are then sent to the Customer for approval.
5. Sysco must receive written confirmation from the Customer for both the quote and the CRC, accompanied by a purchase order, before any work can be scheduled.
6. When the work is scheduled, confirmation will be sent to the Customer of when the Change request will be completed and issued.
7. The work is completed in line with Sysco development and testing procedures. All new modified code will be loaded into the Customer's development environment.

7. Processing the Support Issue

7.1 SIRs (No Object Change Required)

The solution for this scenario is usually provided through an investigation, then advice is given based on the original information provided by the customer and the completed investigation. Please note, this advice must be followed. If it is not followed, the customer risks producing other SIRs for which they may not receive support.

7.2 SIRs (Object Change Required) and CRs

Once development starts on an Issue, the status on the customer portal is changed to In Progress and will remain so until completed and testing starts.

Sysco uses a series of procedures to keep any code changes thoroughly documented and traceable. These include a Programming Change Log (PCL) which includes a list of all objects changed or created. It is the responsibility of the Developer to unit test the changes when completed. Once this is done the Developer signs and dates the PCL.

7.3 Sysco Testing

Once a Change Request or Software Incident Report has been completed and successfully unit tested by the Developer, another Developer or Support Analyst will verify this also.

If for any reason, any of these tests fail, then the points of failure are noted and rectified, before being tested and checked again (as above). This process is repeated until Sysco is satisfied that all changes are complete and that no software conflicts or anomalies exist in the system.

Once we are satisfied with the object modifications, the status of the CR/SIR is changed to Customer Testing.

7.4 Customer Testing

Once the customer has been notified of the changes in the test system then they must fully test their system to ensure the new developments meet their requirements.

8. General

Each new Project Manager from a Customer site will be provided with the following:

- Current contact details for them to confirm or change, and a reminder that it is the customer's responsibility to inform us of changes in contacts.
- Details of how the support service works e.g., how calls are logged and processed (Customer Support Procedure).

All our correspondence – code releases, CRs/Quotes, requests for information, notification of issue's being closed, etc. – will be sent to the designated customer Project Manager and cc'd to the Implementer and/or Dynamics Account Manager.

Sysco holds all correspondence to and from the customer in the Support Database and copies of any correspondence are also retained. For issues that require an object change, a full history is printed and stored in the relevant customer folder under the issue reference number.

9. Customer Responsibilities

1. All Support issues must be reported to the appropriate support alias or via the Customer Service Portal.
2. Instructions provided by our Support Representatives to solve issues reported must be followed.
3. Customers must have completed and returned to Sysco, a Dynamics Support Contact Form, which defines the Customers nominated Project Manager and deputy Project Manager. Note: that it is the customer's responsibility to inform us of changes in Project Managers in writing. Any issues that arise at the customer's site will be presented to the assigned Project Manager who will then filter to us if no solution has been reached.
4. If an issue reported cannot be reproduced, it is essential that the customer submits a detailed description via the portal on how they produce the problem. This should include a step-by-step explanation and details of what the user is inputting to the live system.
5. When a solution is sent to the customer, in whatever form, the customer must inform us ASAP whether the solution provided is satisfactory, otherwise, after a maximum of 28 days, the issue will be closed by Sysco as correct.
6. If direct access is controlled by the customer, it will be their responsibility to arrange access for Sysco Support as soon as possible; this may affect our stated response times.

10. Response Times

10.1 Support incidents

Sysco will use its best efforts to respond as soon as possible within response time below depending on the severity of call.

Support issues are logged as received and afforded a priority based on the assigned priority from the customer or with discussion. The following priority levels have attached response times that Sysco have set as objectives.

Response times

Support request responses will be within the following time scales:

Problem Priority	Status	Impact	Supplier Response	Target Resolution Time
Priority 1	Urgent – complete failure of the Microsoft Dynamics system; system down	Causes Operational procedures to stop. No work around available	Response within 1 normal working hour	Within 1 working day after the priority/response time has elapsed.
Priority 2	Important – partial failure of the Microsoft Dynamics system. Some critical functionality unavailable	Operational procedures can continue. Temporary workaround in place.	Response within 4 normal working hours	As soon as possible and no later than 2 working days after receipt of support request.
Priority 3	Medium – minor functionality of the Microsoft Dynamics system not available; technical issue	Minimal Operational impact	Response within 1 working day	Within 3 Days after receipt of support request or a Mutually Agreed Timeframe
Priority 4	Support Query or Modification (outside original project scope); change request	No immediate operational impact	Response within 2 working days	Within 1 week after receipt of support request

Note: For the purpose of the above table, the timeframes set out in the 4th column are the time frames within which Provider must notify the End User that their request for an error correction has been assigned to the Provider's technician and the target time frame within which the error correction shall be completed. The Provider's technician will be End User's point-person for the management of the error. The Provider shall use its best efforts to correct all errors within the applicable target time frames, as set out in the above table.

Due to the varied nature of support issues, we cannot give a resolution time, but we do prioritise each incident as presented to us. If an incident is presented as Urgent, it will be treated as such, and the support team will respond within an hour and then keep regular contact with the customer until the issue is resolved. If it is necessary to escalate the issue, the customer will be kept apprised of all progress.

The testing procedures carried out at Sysco and on-site by the customer can in many instances minimise the time taken for support calls. It is imperative that testing is signed off within the planned period to reduce unnecessary calls.

10.2 Change Requests

The response time for acknowledging customer change requests:

High	8 hours
Moderate	Next Day + 1
Low	As agreed with the customer.

Change requests by their very nature may take a longer time than anticipated because of the stages involved: from the initial customer request to the specification, the clarification, (prototyping if applicable) and quotation.

10.3 Support Escalation Procedures

Escalation procedures provide 4 levels of escalation within Sysco. These procedures will be used internally by Sysco.

- The first path is to the Support Portal where the call is logged and tracked.
- The second path is to the Support Desk Manager
- The third path of escalation is to the Sysco Dynamics Technical Lead
- Fourth path of escalation is to Microsoft and/or Vendor/OEM (only if a Software error outside of Sysco control).

11. Charges

11.1 Dynamics Technical Support & Maintenance Services

Standard software support and maintenance services covered under this SLA are listed under the contract prices in **Schedule 3 of the Software as a Service Agreement**.

11.2 Additional Charges

Sysco shall provide ad-hoc change control to the customer as and when requested or in line with **Schedule 4 of the Software as a Service Agreement**.

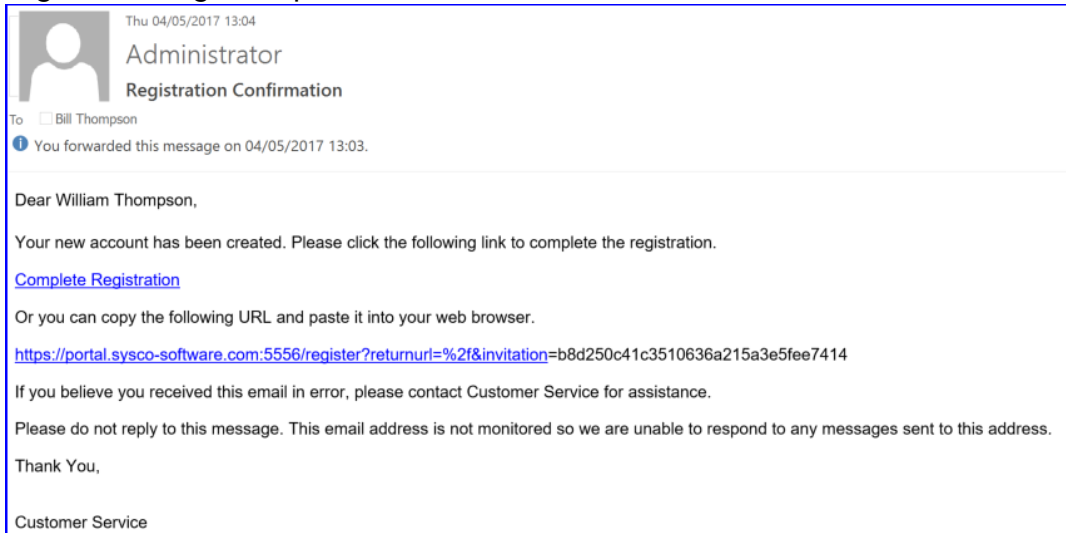
Sysco may also at the customer's request provide additional support services outside this agreement which could be, for example, additional Microsoft software.

Service rates for additional work are included in **Schedule 3 of the Software as a Service Agreement**.

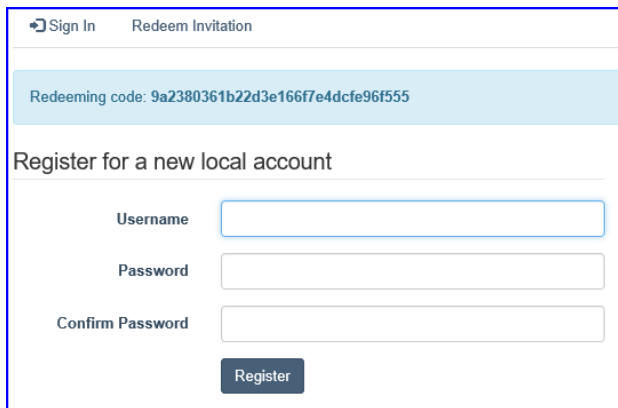
Appendix A: Customer Support Portal

Registration Process

- 1) You should receive an email from us (looks like below) with an invitation to register through the portal.



- 2) Follow the links on the above email and register your details, we advise users to use their email address as the username.



The screenshot shows the 'Redeem Invitation' page of the Sysco Software portal. At the top, there are links for 'Sign In' and 'Redeem Invitation'. Below these, a blue box displays the 'Redeeming code: 9a2380361b22d3e166f7e4dcfe96f555'. The main section is titled 'Register for a new local account' and contains three input fields: 'Username', 'Password', and 'Confirm Password'. A 'Register' button is located at the bottom right of the form.

3) Please enter in all the required fields shown below when registering.

Profile


Bill Thompson

Profile

Security

Change Password

Change Email

Please provide some information about yourself.

The **First Name** and **Last Name** you provide will be displayed alongside any comments, forum posts, or ideas you make on the site.

The **Email Address** and **Phone number** are required but will not be displayed on the site.

Your **Organization** and a **Title** are optional. They will be displayed with your comments and forum posts.

Your Information

First Name *	Last Name *
Bill	Thompson
E-mail *	Phone Number
Organization Name	Title
Nickname	Web Site

Public Profile Copy

How may we contact you? Select all that apply.

- ☒ Email
- ☒ Fax
- ☒ Phone
- ☒ Mail

Update

Using the Portal

<https://helpdesk.sysco-software.com:8095>

Login screen –

The screenshot shows the Sysco Customer Support Portal login interface. At the top, the Sysco logo and 'Customer Support Portal' text are on the left, and a 'Sign In' button is on the right. Below this is a navigation bar with a home icon and two tabs: 'Sign In' (active) and 'Redeem Invitation'. The main content area is titled 'Sign in with a local account'. It contains a 'Username' field with the text 'Richard.Hall', a 'Password' field with masked characters, a 'Remember me?' checkbox, a 'Sign in' button, and a 'Forgot Your Password?' link.

sysco Customer Support Portal [Sign In](#)

[Sign In](#) [Redeem Invitation](#)

Sign in with a local account

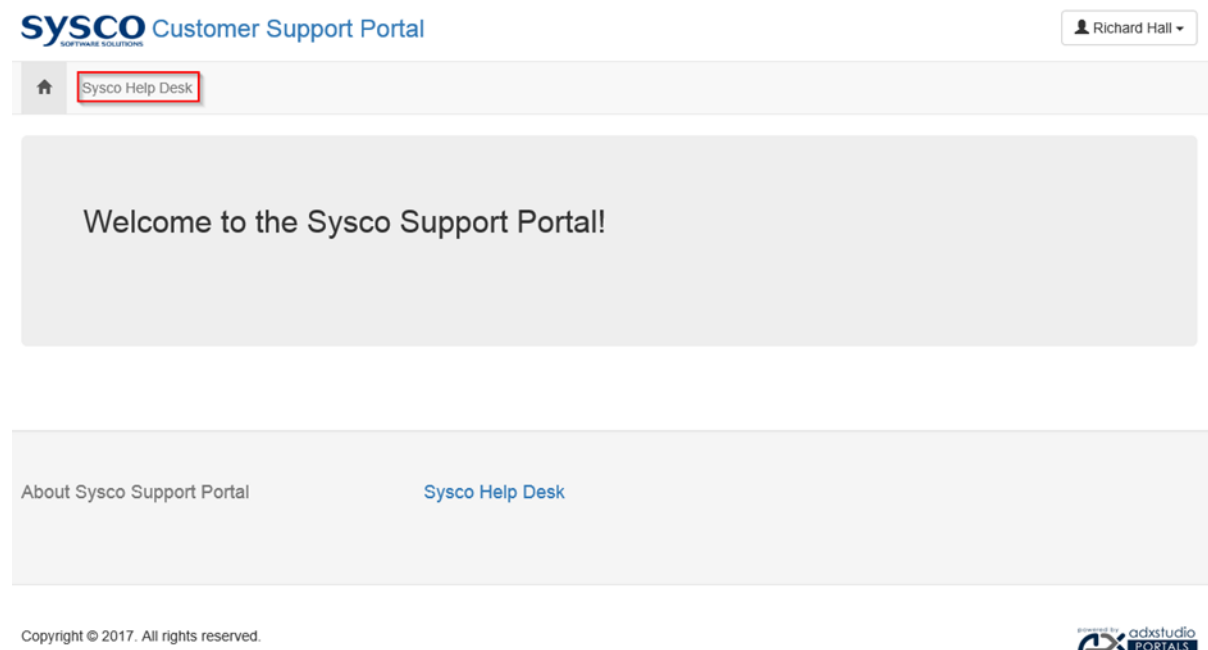
Username

Password

☐ Remember me?

[Sign in](#) [Forgot Your Password?](#)

Home screen



sysco Customer Support Portal

Richard Hall

Sysco Help Desk

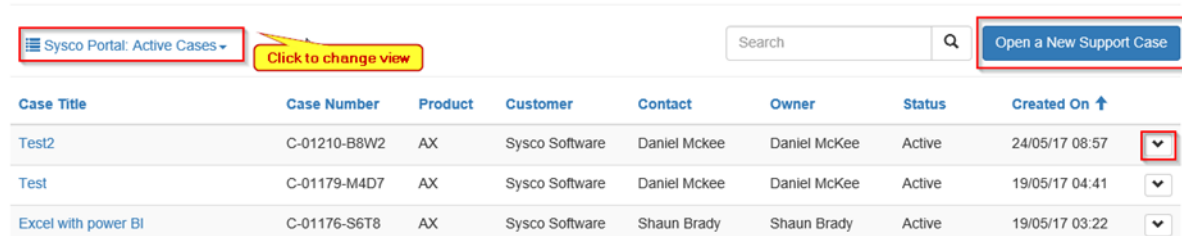
Welcome to the Sysco Support Portal!

About Sysco Support Portal Sysco Help Desk

Copyright © 2017. All rights reserved. powered by adxstudio PORTALS

Click on Sysco Help desk from above for any Active calls you have with Sysco, open a new ticket, or edit a current one -

Sysco Help Desk

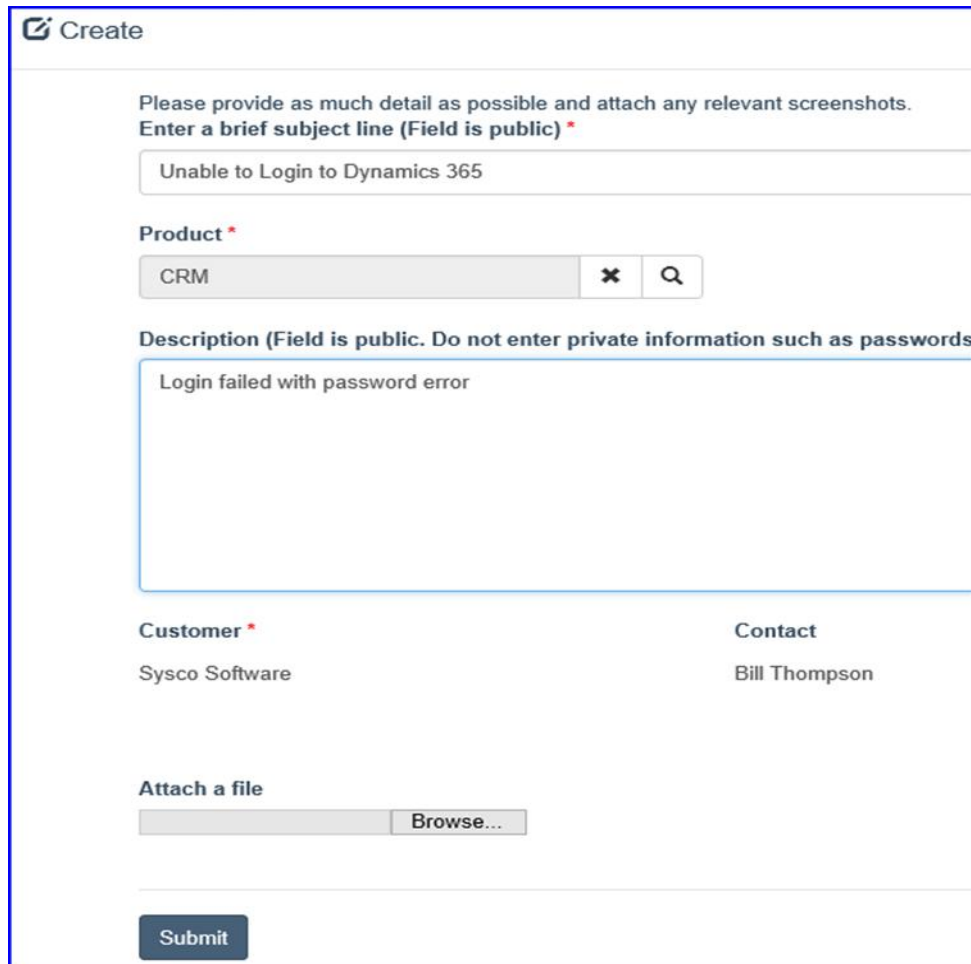


Sysco Portal: Active Cases Click to change view Search Open a New Support Case

Case Title	Case Number	Product	Customer	Contact	Owner	Status	Created On ↑
Test2	C-01210-B8W2	AX	Sysco Software	Daniel McKee	Daniel McKee	Active	24/05/17 08:57
Test	C-01179-M4D7	AX	Sysco Software	Daniel McKee	Daniel McKee	Active	19/05/17 04:41
Excel with power BI	C-01176-S6T8	AX	Sysco Software	Shaun Brady	Shaun Brady	Active	19/05/17 03:22

Opening a new support case

- 1) Please provide as much detail as possible and steps carried out to produce the error/issue. Also, provide screenshots by using the attach file option below and then click submit when ready to raise the new support case.



Create

Please provide as much detail as possible and attach any relevant screenshots.
Enter a brief subject line (Field is public) *

Unable to Login to Dynamics 365

Product *

CRM

Description (Field is public. Do not enter private information such as passwords)

Login failed with password error

Customer *

Sysco Software

Contact

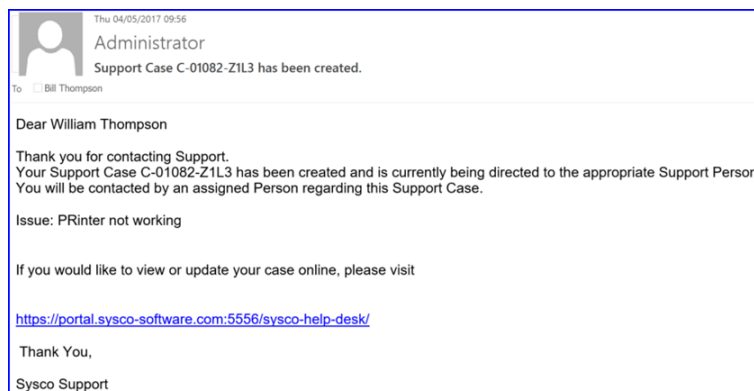
Bill Thompson

Attach a file

Browse...

Submit

- 1) An automated email will be sent to you confirming that your support case has now been submitted and sent to the appropriate person in Sysco.



Editing a case

- 1) When editing/updating a case, you will only be allowed to edit the box highlighted below. An automated email is sent to the customer when the case is updated by Sysco and an automated email is sent to Sysco if the case has been updated by yourselves.

Edit Details: Please Click the Submit Button when Finished

Enter a brief subject line (Field is public) * Unable to Login to Dynamics 365	Product * CRM
Description (Field is public. Do not enter private information such as passwords) * Login failed with password error	
Actions Taken/Work Done By Sysco —	Actions Taken/Work Done By Customer
Customer * Sysco Software	Contact —
Attach a file Browse...	
Submit X Cancel Case	

Resolution

Sysco will be responsible for resolving and closing the case. You will again then receive an automated email with the resolution details regarding the case.