



Service Level Agreement

Softworks Ltd., 111 Main Street, Bray, Co. Wicklow, Ireland

VERSION AND APPROVALS

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Version

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CONTENTS

VERSION AND APPROVALS.....	2
VERSION	2
APPROVAL	2
CONTENTS.....	3
1 INTRODUCTION	5
1.1 PURPOSE:	5
1.2 SCOPE:	5
1.3 GOALS:	5
2 SUPPORT CHANNELS AND AVAILABILITY	5
2.1 SUPPORT CHANNELS:	5
2.2 SUPPORT AVAILABILITY:	5
3 SEVERITY LEVELS AND RESPONSE TIMES.....	6
3.1 RESPONSE TIME:	7
3.2 RESOLUTION TIME:	7
3.3 SOFTWORKS SOFTWARE BUGS SEVERITY LEVEL AND RESOLUTION	8
4 SERVICE LEVEL ADHERENCE	9
4.1 WORKAROUNDS:	9
4.2 EFFORTS TO REPLICATE:	9
4.3 COMPLEXITY AND ENVIRONMENT:	9
4.4 COOPERATION REQUIRED:	9
4.5 SERVICE LEVEL ADHERENCE:	9
5 ESCALATION PROCEDURES.....	9
5.1 ESCALATION LEVELS:	9
5.2 ESCALATION CONTACT DETAILS:	10
5.3 ESCALATION SERVICE LEVEL AGREEMENT DETAILS:	10
6 SOFTWORKS SUPPORT RESPONSIBILITIES	10
6.1 SERVICE LEVEL AGREEMENT:	10
6.2 PROVIDE ISSUE REFERENCES:	10
6.3 ISSUE RESOLUTION:	10
6.4 REPORTING:	10
6.5 ESCALATION MANAGEMENT:	10
6.6 DETERMINE ROOT CAUSE:	10
6.7 COMMUNICATION:	11
6.8 SEVERITY LEVEL DISPUTES:	11

6.9	SEVERITY DOWNGRADES:	11
6.10	NO RESPONSE:	11
7	CUSTOMER RESPONSIBILITIES	11
7.1	ISSUE REPORTING:	11
7.2	INFORMATION PROVISION:	11
7.3	COOPERATION:	12
7.4	SYSTEM ADMINISTRATOR.....	12
7.5	INITIAL DISCOVERIES:	12
7.6	ESCALATION PROCEDURES:	12
8	ON PREMISE REQUIREMENTS	12
8.1	SYSTEM ACCESS AND PERMISSIONS:	12
8.2	BACK UP DATA:	12
8.3	BACKUP AND DATA MANAGEMENT:	12
8.4	MAINTENANCE AND UPDATES:	12
8.5	SCOPE:	12
8.6	OUT OF SCOPE:	13
9	MAINTENANCE AND SERVICE CHANGES	13
9.1	PLANNED MAINTENANCE:	13
9.2	UNPLANNED MAINTENANCE:	13
9.3	MAJOR UPGRADES:	13
10	AMENDMENTS AND REVIEW.....	13
10.1	AMENDMENTS:	13
10.2	REVIEW:	13
11	HARDWARE.....	14
11.1	HARDWARE AND SOFTWARE:	14
11.2	USER SUPPORT:	14
11.3	HARDWARE SEVERITY LEVELS AND RESPONSE TIMES	14
11.4	CUSTOMER RESPONSIBILITIES FOR HARDWARE	15
	INFORMATION THAT MUST BE INCLUDED ON SUBMITTED SUPPORT TICKET:	15
11.5	METHOD OF RETURN OF RESOLVED FAULTS:	15
12	APPENDIX.....	15
12.1	DETAILED INFORMATION SUPPLIED BY THE CUSTOMER.....	15

1 Introduction

1.1 Purpose:

This Service Level Agreement outlines the agreed-upon service levels and expectations for time and attendance support provided by Softworks.

1.2 Scope:

This SLA applies to all customers utilising the software and support services provided by Softworks.

1.3 Goals:

The primary goals of this SLA are to define response and resolution times for different severity levels, establish clear communication channels, and ensure customer satisfaction.

2 Support Channels and Availability

2.1 Support Channels:

Customers can reach our support team through the following channels:

- Online Support Portal: <https://softworks.zendesk.com/auth/v2/login>
- Phone: 00353(1) 286 6126\ 0044 (1)527 888060
- Email: support@softworks.com

2.2 Support Availability:

Support is available during business hours, Monday to Friday, from 8:00 to 18:00 (local time), excluding public holidays.

3 Severity Levels and Response Times

Severity Level	Priority	Issue Types	Initial Response Time	Support Resolution SLA	Onsite/Offsite
SEV1	URGENT	System Down Serious Performance Issue Data Loss Polling Unavailable Critical Functionality Issues Payroll Interface/Report Failure Integration Failure	Within 2 business hours	Until resolution	Remote
SEV2	HIGH	Data mismatch	Within 4-8 business hours	1-3 Business Days	Remote
SEV3	Normal	Moderate System performance Issue	Within 1-2 business days	3-7 Business Days	Remote
SEV4	LOW	Non-Critical Functionality Issues General Inquiries Minor application Issues	Within 1-3 business days	7-21 Business Days	Remote

Table 1: Severity Levels

3.1 Response Time:

The response time represents the period within which an initial response will be provided to our customers from the time the support request is received.

3.2 Resolution Time:

The resolution time indicates the timeframe within which a solution or resolution will be provided to our customers after the issue has been acknowledged.

3.3 Softworks Software Bugs Severity level and Resolution

Severity Level	Priority	Issue Types	Resolution SLA	Onsite/Offsite
SEV1	Critical	Serious Performance Issue Data Loss Polling Unavailable Critical Functionality Issues Payroll Interface/Report Failure Integration Failure	Immediate-4 Business Days	Remote
SEV2	HIGH	Data mismatch	15-21 Business Days	Remote
SEV3	MEDIUM	Moderate System performance	25-35 Business Days	Remote
SEV4	LOW	Non-Critical Functionality Issues General Inquiries Minor application Issues	30-42 Business Days	Remote

4 Service Level Adherence

4.1 Workarounds:

We recognise the importance of maintaining continuity within Softworks application. In the event of any service disruption or issue, our primary commitment is to minimise your downtime and potential business impact. Therefore, while we will always strive for a swift and complete resolution, we will prioritise the implementation of a viable workaround to ensure service continuity for our customers. Our goal with this approach is to restore critical functionality and alleviate major inconveniences as we work behind the scenes to achieve a full resolution of the issue.

4.2 Efforts to Replicate:

Softworks will make reasonable efforts to replicate and verify any reported issue. Our technical support team will diligently review the information provided by our Customers and, where applicable, perform tests, simulations, or investigations to understand the issue thoroughly.

4.3 Complexity and Environment:

Some issues may be unique to a specific Customer's environment, configuration, or usage patterns. In such cases, replicating the issue may be challenging, in which case the resolution process will require collaboration between you as a Customer and Softworks to gather additional information and context.

4.4 Cooperation Required:

To facilitate issue resolution, our Customers are encouraged to cooperate fully with Softworks's support and Development team by providing detailed information and any relevant data that can assist in diagnosing and resolving the problem.

4.5 Service Level Adherence:

In situations where Softworks is unable to replicate the issue, the service levels and response times outlined in this SLA will still apply to the best of our ability. We will work diligently to provide timely responses and engage with our Customers to seek a resolution, even when the issue is challenging to replicate.

5 Escalation Procedures

5.1 Escalation Levels:

In case of unresolved or escalated issues, the following escalation levels will be followed:

- Level 1: Support Agent
- Level 2: Support Team Lead
- Level 3: Support Manager
- Head of Customer Operations

5.2 Escalation Contact Details:

If you are not satisfied with the level of service on a request, contact the Support Manager **supportmanager@softworks.com**. The Support Manager will categorise and process your escalation as appropriate and will respond to you with the action taken.

5.3 Escalation Service Level Agreement Details:

Severity	
Escalation for Critical Issues:	1 hour if not resolved.
Escalation for High-Priority Issues:	Within 4 hours if not resolved.
Escalation for Medium-Priority Issues:	Within 1 business day if not resolved.

6 Softworks Support Responsibilities

6.1 Service Level Agreement:

Softworks will strive to meet the designated response times corresponding to the severity level assigned to each ticket.

6.2 Provide Issue References:

Generate a Ticket ID upon submission to our customers for reference.

6.3 Issue Resolution:

Softworks will address and resolve customer issues and inquiries efficiently. This involves understanding the problem, troubleshooting, and providing timely and accurate solutions.

6.4 Reporting:

Upon request, a summary report outlining the most recent activities for all open issues will be made available.

6.5 Escalation Management:

When an issue cannot be resolved at the support team level, it is our responsibility to escalate it to higher-level technical teams or management, following predefined escalation procedures.

6.6 Determine Root Cause:

- Where the root cause of an issue is deemed to be user error, Softworks will advise our customers of how to resolve the issue via email.
- Where the root cause of an issue is deemed to be hardware related, Softworks will attempt to resolve the issue by phone/email support and/or schedule an engineer visit to site.
- Where the root cause of an issue is deemed to be application related (i.e., requires programming), a programmer will be scheduled to review. Following this initial review an estimated resolution date will be determined.
- Where the root cause of an issue is determined to be other than the application and/or Softworks supplied hardware (i.e., Clocks) then the support incident will be closed and our customers will be informed.

6.7 Communication:

Softworks will keep our customers informed of the status of the issue raised, via an acknowledgement, updates on escalations and delays and closure of an issue.

During issue resolution a cut-off needs to be defined and understood whereby it is apparent that the software issue will NOT be resolved in time for, say, the payroll run, therefore the client should fall back to their alternative (manual) solution. Softworks Support will notify our customers prior to the cut-off date.

Softworks will also seek feedback via satisfaction survey upon issue closure.

6.8 Severity Level Disputes:

In the event that a problem/issue is not described in the table above and is raised as a service request; this will be raised and prioritized as a SEV4 issue. Where the customer feels that this severity level is not appropriate (i.e. that a greater level of priority is required) then the escalation procedure should be followed and the Softworks Support Manager will work with our customers to ensure that every effort is made to accommodate our customer's needs. Softworks are not bound to agree to escalate severity unless the problem statement has changed to reflect a greater deal of severity.

6.9 Severity Downgrades:

Where a workaround is available this can result in a downgrade to the next appropriate level of severity, i.e. SEV1: System performance seriously impacting business now marginally impacting business. This will downgrade to SEV2.

6.10 No Response:

Where a resolution is forwarded by Softworks Support and no response is received within 5 days, the case will be "presumed resolved". An email will be forwarded 48 hours prior to closing the case.

7 Customer Responsibilities**7.1 Issue Reporting:**

The customer is responsible for promptly reporting any issues or problems they encounter with the product or service to the support team. This includes providing sufficient details and information to help the support team understand and replicate the problem.

7.2 Information Provision:

Customers are responsible for providing accurate and detailed information regarding the issue or support request. This includes but not limited to a detailed example of the issue, with screenshots and/or test data and a clear and complete problem statement (what has happened, what was expected, for whom and in what environment etc.), is essential if Softworks are to identify the root cause of an issue. Failure to provide the above can result in a delayed resolution based on lack of information. Please see more information in the **Appendix.**

7.3 Cooperation:

Customers are expected to cooperate with the support team and provide any necessary access or information required for issue investigation and resolution. Where customer action is required to progress troubleshooting; the clock will pause on Resolution Times until the action is completed.

7.4 System Administrator

Customers are expected to designate a Softworks System Administrator that has been trained by a Softworks Trainer. The System Administrator is responsible for initial troubleshooting and utilising the Softworks Knowledge base before ticket submission. It is the responsibility of the System Administrator to raise a ticket with Softworks to ensure accuracy and avoid duplication.

7.5 Initial discoveries:

A System Admin is responsible for initial discovery as above and utilise Softwork's Knowledge Base to ensure queries are investigated before ticket submission.

7.6 Escalation Procedures:

If the customer is not satisfied with the support provided or if the issue remains unresolved, they must follow the escalation procedures outlined in the SLA.

8 On Premise Requirements

8.1 System Access and Permissions:

The customer is responsible for granting the support team access to the relevant systems, applications, or environments necessary to investigate and resolve the reported issues. Customers that have purchased Softworks "On Premise" solution is responsible to provide reliable Remote Access via VPN at reasonable min. speeds where applicable.

8.2 Back Up Data:

Customers that have purchased Softworks "On Premise" solution is responsible to provide backup data in order for Softworks Support to replicate any potential software bugs/issues.

8.3 Backup and Data Management:

Customers that have purchased Softworks "On Premise" solution should take responsibility for backing up their data and ensuring the integrity and availability of their data.

8.4 Maintenance and Updates:

Customers that have purchased Softworks "On Premise" solution should take responsibility for keeping their software or systems up to date with the latest patches, updates, or upgrades. Ensure all necessary applications/drivers are up-to-date and to Softworks recommendation.

8.5 Scope:

Where access to production is limited and/or forbidden (e.g., troubleshooting for production issues takes place in UAT environment), troubleshooting and or resolution times may suffer.

Whilst every effort will be made to work within any constraints laid down by the Customer, the service level objectives referred to in this document will not apply in the event that troubleshooting access to production is in any way limited or unavailable (e.g., troubleshoot in UAT, remote access connection unavailable for any reason).

8.6 Out of Scope:

Softworks are not responsible for any customer's (that are using an on-premise solution) servers, networks, databases, back-ups or restoring back-ups.

9 Maintenance and Service Changes

9.1 Planned Maintenance:

Planned service maintenance is approved work that is planned and scheduled at least two weeks prior to the change. Softworks Support Manager will communicate (as needed) a minimum of one week prior to the scheduled change via email to the registered system admin of the customer's organization.

9.2 Unplanned Maintenance:

Unplanned service maintenance is priority work that is unplanned due to an urgent fix to prevent failure. Unplanned service outages will be given priority (and communicated immediately) on a case-by-case basis depending on the type and urgency of the service failure.

9.3 Major upgrades:

Upgrades to a service will be treated as projects outside the scope of this service level agreement. Funding for major updates will be negotiated on a service-by-service basis with the customer's designated account manager.

10 Amendments and Review

10.1 Amendments:

This SLA may be amended or updated as necessary. Any amendments will be communicated to customers in advance.

10.2 Review:

The SLA will be reviewed periodically to ensure its continued effectiveness and relevance.

11 Hardware

11.1 Hardware and Software:

Providing and maintaining the necessary hardware and software for time tracking.

11.2 User Support:

Offering user support for any issues related to time and attendance tracking.

11.3 Hardware Severity Levels and Response Times

Severity Level	Priority	Issue Types	Initial Response Time	SLA	Onsite/Offsite
SEV1	Urgent	Total system interoperability - Issues causing system-wide disruptions or data loss.	120 Minutes	1-4 Business Days	Remote/Onsite
SEV2	High	Partial system interoperability - Issues affecting the accuracy or functionality of the clocking device but not resulting in complete failure.	240 Minutes	1-7 Business Days	Remote/Onsite
SEV3	Medium	Able to perform core business functions - General clocking device inquiries, maintenance requests, or issues that do not significantly impact attendance tracking.	240 Minutes	7-14 Business Days	Remote/Onsite
SEV4	Low	Non-urgent requests - for clocking device adjustments, minor issues, or information on feature requests.	240 Minutes	14-21 Business Days	Remote/Onsite

Table 2: Severity Levels Hardware

11.4 Customer Responsibilities for hardware

Information that must be included on submitted support ticket:

- Name, section, street/building address and telephone number of Agency contact.
- Details of problem equipment - type, make, model and serial number.
- Details of package in use - name, version and installer.
- Details of operating environment - LAN, WAN, operating system, user interface etc.
- Complete description of the fault/request.
- If installation requested complete details of hardware/software to be installed.
- Purchase/Emergency Order Number (where applicable).

11.5 Method of Return of Resolved Faults:

Immediately following actual resolution of each individual fault/request a Softworks representative will notify the Customer email the completion of the fault/request.

12 Appendix

12.1 Detailed Information Supplied by the Customer

Where applicable, the following areas are to be considered in particular:

- The user to which the problem relates.
- Concise explanation of actions/steps that were taken which led to the problem occurring, where possible.
- Concise explanation of how the problem can be reproduced, where possible.

Consider where applicable:

- Are more than one user/PC affected?
- Are different users on the same machine/PC affected?
- What web browsers are in use?

Where appropriate the issue should be categorized as:

- Application level, screen functionality
- Logic level, calculations
- Back office, polling or web server