

chevin

SMART FLEET MANAGEMENT



Chevin Support

Service Level Agreement

7th June 2024

Version 2.2

General

Chevin Fleet Solutions provides support to customer's FleetWave users on weekdays, excluding holidays, during business hours. Users can submit cases over the Web via the Chevin Fleet Solutions Support Help Centre or by telephone.

Upon ticket submission, Named Support Contacts will be asked to provide their company name, contact information, steps to replicate issue, the severity of the issue and the associated business impact.

Each ticket will be assigned a unique ticket number. A Chevin Fleet Solutions Support Agent will use commercially reasonable best efforts to call or email the User within 1 business hour for a Critical business impact, within 4 business hours for a High business impact, and within 12 business hours for all other tickets and will use commercially reasonable efforts to promptly resolve each ticket, in line with the SLAs outlined below.

Actual resolution time will depend on the nature of the ticket and the resolution. A resolution may consist of a fix, workaround, or other solution in Chevin Fleet Solutions' reasonable determination.

Exceptions : (i) Force Majeure (ii) planned downtime (of which Supplier shall give advance electronic Notice), and (iii) Customer Internet service provider failure or delay, Non-Supplier Application, or denial of service attack, and (iiii) provide the System in accordance with laws and government regulations applicable to Supplier's provision of the System to its customers generally (i.e., without regard for Customer's particular use of the Services), and subject to Customer's use of the System in accordance with this Agreement, the documentation and the applicable Order Form.

Note: Planned downtime typically comprises the following: (i) Microsoft Server Updates: Standard schedule agreed in advance with customer with server typically re-booted late evening Eastern Time every 2 weeks to apply updates – downtime typically less than 10 minutes every 2 weeks; (ii) Code Releases: Scheduled in advance with customer and available quarterly with recommendation of at least 2 upgrades per annum – downtime typically 1 hour per release; (iii) Total planned downtime typically around 125 minutes per quarter but varies by customer.

Named Support Contacts

It is imperative that FleetWave customers have an internal support process to aid their internal customers should they experience issues with the product.

Therefore, customers are asked to identify “Named Support Contacts”.

“Named Support Contacts” are users the Customer identifies as primary liaisons between Customer and Chevin Fleet Solutions for technical support. Customers can have a maximum of 5 Named Support Contacts. Customers’ Named Support Contacts shall be responsible for:

1. Internal oversight of Customer’s support ticket activity
2. Provide an initial triage of any issue raised by internal users and resolve as able before logging tickets with the Chevin Support Team.

Customer shall ensure that Named Support Contacts:

1. Are knowledgeable about FleetWave and how it has been implemented into the client’s business
2. Have a basic understanding of any problem that is the subject of a ticket, and the ability to reproduce the problem in order to assist Chevin Fleet Solutions in diagnosis and triage

Logging a Ticket

Named Support Contacts may log a ticket as follows:

1. We recommend that Named Support Contacts log tickets via the [Chevin Fleet Solutions Support Centre](#).
2. By telephone to Customer support as described below.

Customers receive email confirmation of logged ticket and updates, which can also be accessed via the Chevin Fleet Support Centre. The Support Centre provides visibility of all customer tickets, with a click through to individual ticket detail including requestor, date created, last activity, assigned agent, status, priority, business impact, steps to replicate, expected outcome.

On resolution of a ticket, customer receives a summary of the issue, root cause, resolution steps and additional information which may include links to relevant knowledge articles.

Support Offices and Hours

Chevin Support Desks operate Monday to Friday, excluding public holidays.

The lead support desk for the customer will depend on the customer’s region.

All support tickets should be raised online through the Chevin Fleet Solutions Support Centre. Where calls are required, these should be scheduled using Microsoft Teams or similar

platforms. In emergencies, customers can use the following main phone numbers during support hours:

Region	Support hours	Telephone number
US	9:00am – 5:30pm EST	978-540-9970 Option #2
UK & Rest of World	8:00am-5:30pm GMT	+44 (0) 1773 828822 (International)
Australia	9:30am –6:00pm AEST	+61 (0) +61 7 3186 0259

Reproducing Errors

Chevin Fleet Solutions must be able to reproduce errors in order to resolve them. The Customer agrees to cooperate and work closely with Chevin Fleet Solutions to reproduce errors, including conducting diagnostic or troubleshooting activities, as reasonably requested and appropriate. Also, subject to Customer's approval on a ticket-by-ticket basis, Users may be asked to provide remote access to their Chevin Fleet Solutions application and/or desktop system for troubleshooting purposes.

In the event an error cannot be reproduced, it is expected that Chevin will not pursue any further support until concrete steps/evidence is provided to help resolve the issue.

Severity Levels, Target Response and Resolution Times

Issues will be categorized and handled according to an assigned severity level. The case severity level is selected by the Named Support Contacts at time of case submission, and will be updated by Chevin Fleet Solutions as follows:

Severity level	Description	Response time within (business hours)	Update frequency every (business hours)	Target resolution time (AWT*)
P1 Critical / Urgent	Entire solution is unavailable. e.g. server, switch, or firewall failure.	1 Hour	4 Hours	12 Hours

P2 High	Operation of service is degraded, or major feature not functional. e.g. time outs. Also, tickets where there is a direct financial impact on the business or issues that may result in non-compliance.	4 Hours	12 Hours	24 Hours
P3 Normal	Errors that are non-disabling or cosmetic and clearly have little or no impact on the normal operation of the services, e.g. minor performance degradation, maintenance task	12 Hours	48 hours	80 hours

*AWT = Agent Working Time: This is the time a ticket spends with Chevin for action during the allocated agent's working hours. If a ticket is passed back to the customer for action the status will be changed to PENDING, at which time we are no longer accruing time. When the customer responds to the ticket, the status will return to Open and agent working time will accrue again.

Customer Success Manager

Each Chevin Fleet Solutions customer will have a designated Customer Success Manager.

The role of the Customer Success Managers is to help the Customer with Chevin Fleet Solutions product adoption, including sharing Chevin Fleet Solutions best practice advice, guidance on helping the Customer derive maximum value from Chevin products and services, and helping to escalate technical issues as necessary.

The Customer is responsible for its evaluation and for any implementation of the Customer Success Manager's recommendations.

You can contact the Customer Success Team by emailing: customersuccess@chevinfleet.com. Contact details for the assigned Customer Success Manager will also be provided.

Ticket Escalations

Reproducible errors that are at risk of breaching the target resolution time will be escalated by the Chevin team to higher support tiers for further investigation, analysis and urgent action, based on the following approach and workflow:

- **Ticket within 2 hours of breaching target resolution time:** Triggers emailed escalation to Level 2 and ticket flagged on dashboard

- **Ticket breaching target resolution time:** Triggers emailed escalation to Level 3 and ticket flagged on Level 3 dashboard
- **Ticket significantly exceeding target resolution time** by 2, 4 or 12 hours for urgent, high and normal tickets respectively, triggers emailed escalation to Level 4, ticket flagged on Level 4 dashboard and daily swarm review.

Customers can also communicate with support agents to request the escalation of a ticket. If you need additional escalation support, please reach out to your Customer Success Manager and they will help to escalate the issue for you within Chevin Fleet Solutions.

Chevin Fleet Solutions escalation matrix:

Level	Escalation resource
1	Agent Owning the Ticket
2	Technical Support Lead / Engineering Manager
3	Vice President, Global Customer Support
4	CEO

Support Responsibilities

The target initial response time is within 1 hour for a Critical/Urgent ticket, within 4 hours for a High impact ticket, and within 12 hours for all other tickets. Actual resolution time will depend on the nature of the ticket and the resolution. A resolution may consist of a fix, workaround, or other solution in Chevin's reasonable determination.

Chevin will then use commercially reasonable efforts to respond to each ticket within the applicable response time described in the table below, depending on the severity level set on the case.

Level	Severity criteria
P1 Critical / Urgent	Initiate an investigation of any Critical / Urgent problem encountered by the Customer within 30 minutes of the first response by the Chevin Support Desk. Chevin will assign personnel to the problem who will work all reasonable business hours until the problem is resolved.

	If a workaround is provided due to the issue being logged as a bug the issue will be de-escalated to 'Normal' as the business can continue, and Support will wait to hear from development.
P2 High	Initiate an investigation of any High priority issue encountered by the Customer within 2 hours of notification being received. If a workaround is provided due to the issue being logged as a bug the issue will be de-escalated to 'Normal' as the business can continue, and Support will wait to hear from development.
P3 Normal	Initiate an investigation of any Normal priority issue encountered by the Customer within 6 hours of notification being received.

Bugs

If a bug is found within the software it will be logged with the development team. As there is a defect with the software, the SLA will stop, and your fix will be available in a new release.

Support will try to provide a workaround while it is being worked by the development team. If Support is unable to provide a workaround and the issue is urgent/critical, we will escalate with development. i.e. P1/2 priority

Product Tickets

There may be instances where the product requires a change at a core level. In this event the Support team may log a ticket to the Product Advisory Board for further review and potential implementation.

In these events, Support will advise or implement a workaround for the customer while the Product team reviews a core method of resolving the issue, so long as all clients will benefit from the change.

In the event this occurs, Support will close the ticket and the changes requested may be available in a future version of code. Issues such as these may not be logged to development as defects, as no such functionality exists, and therefore is not a defect.

Supported Versions

Chevin strongly recommends that you take at least two code releases per year to ensure that you remain on a version of the product that up to date as this allows the Support team to be more effective in providing assistance to you.

If you are running an older version than this, we strongly urge you to upgrade to a supported release. If you are unable to upgrade, you may contact us about purchasing consulting services from our professional services team under a statement of work.

Pre-Code Release (PreCR) Support

During the upgrade process, we will provide you with an environment to test the new release and you will be able to raise PreCR Support tickets.

PreCR Support ticket are not subject to the Support SLAs as they are not production issues and this allows the support team to ensure that production issues are prioritised.

Excluded Items

The Chevin Support Plan does not include any of the following:

- Assistance in developing User-specific customizations.
- Assistance with non-Chevin products, services, or technologies, including implementation, administration or use of third-party enabling technologies such as databases, computer networks or communications systems.
- Assistance with installation or configuration of hardware, including computers, hard drives, servers, networks, or printers.
- Troubleshooting issues with your in-house developed apps or integrations you have built for Chevin apps, except where these are causing issues with data ingested into Chevin apps, in which case Chevin will, where possible, support and assist with information to assist customer in identifying and resolving root cause.
- Assistance with any custom code developed by Customer outside of or in addition to the core Chevin applications
- Training on the product, setup and configuration questions, or business process questions, these types of requests should be directed to our professional services team under a statement of work. (New code releases will managed though support and accompanied by new release notes, online materials and knowledge transfer facilitated through Customer Success Manager)
- Change requests can be logged but will not be dealt with under the SLA – if found to be chargeable it will be logged internally to the accounts team and the ticket will be closed
- Support will advise on data related issues and examine data sets when issues arise but is not responsible for updating client data

Separate consultancy advice can be arranged for topics such as:

- Instruction in report writer techniques
- Instruction in the use of the product
- FleetWave administration
- System configuration and setup
- Design, writing and debugging of interfaces
- Support for custom code outside of the core Chevin applications
- Data corrections in the event of data issues in your Chevin system
- Migrations on to different servers can be offered – there is a statement of works that is standard for all migration activities. This can be arranged with your account manager / customer success manager and is a chargeable activity if Chevin is required to install FleetWave.

Changes to this Support Service Level Agreement

Chevin Fleet Solutions may change its Support Service Level Agreement from time to time in its sole discretion.