UltanTechnologies

Support Contract [Client]

Subject: [Client] Support Contract

Author: Ultan Technologies

Date Published: 03/05/2024

Version Number: 2.5

Contents

1 Purpose

The purpose of this document is to provide details of the Support Contract agreement between Ultan Technologies and [Client] for the maintenance and support of [Client]'s software.

1.1 Scope of Support

Ultan Technologies will provide a Support Service for [Client] Software Applications. This will include

- General Maintenance
- Updates of Applications
- Work on new applications where a need arises.

2 Contract Term

This Support Contract between Ultan Technologies and [Client] comes into effect on 01/MM/YYYY and expires on 31/MM/YYYY.

There is the opportunity to extend this for a further 12 months subject to a maximum increase of 15% in the rates outlined in the Schedule of Costs. Any increase will be confirmed before the new term starts.

3 Ultan Technologies Support Structure

Ultan Technologies has extensive experience in providing software product support for organisations and provide guaranteed SLA and ITIL compliant support processes to ensure any and all reported service requests are dealt with quickly, efficiently and appropriately.

Ultan Technologies principle undertakings typically include the following:

- Where critical issues occur Ultan Technologies will apply fixes to the system without delay and as soon as they are available.
- Ultan Technologies will keep you the customer fully informed on the progress of each issue reported and you can log into the support issue tracker at any time to see the status of any outstanding issues.
- For more minor issues, these may be applied, with customer agreement, as a scheduled service patch.

- Ultan Technologies will ensure all upgrades comply and align with any current procedures in place and will follow any change control process as appropriate.
- Ultan Technologies continually cover the lifecycle of the supported system. Regularly scheduled service patches will maintain the integrity and stability of the system and in doing so alleviate any risk. Scheduled service patches eliminate the need for standalone release updates and would normally include non-urgent fixes that require code changes or redeployment of the system. There are further details for patch releases detailed in the change management procedures.

3.1 Staff Numbers

Ultan Technologies Support Team is comprised of 16+ dedicated support technicians (including developers) and the Helpdesk is based in the main office in Dublin.

Additional resources are available in our outsourcing team and they will be used if agreed in advance with [Client].

When work on new projects is being undertaken, timelines will be agreed with [Client] in advance of the project starting

3.2 Service Desk

We provide the online Zendesk platform to allow customers and end users to interact with the service desk in the least time-consuming and most manageable way. It is the core system used to record, track and manage customer service and support requests.

3.3 Hours of Service Availability

The standard service desk offering is service availability from 9:00 to 17:00 GMT Monday to Friday via email, phone or the client portal. Additional times can be catered for upon request.

3.4 Out of Hours Support Options

A user can log a support request at any time day or night using email, phone or the client portal. This means that when a support ticket is logged outside of standard availability hours, it will be picked up and acted on by the support team as soon as the service desk resume.

4 Call Logging Options

End users can choose their preferred method of communication to log calls and communicate with the service desk. They can phone, email, chat or use the client portal. The Zendesk portal is an online area that acts as a direct two way communication tool to link the support team and end users. It keeps all support and system information and knowledge in one place, thereby removing the perennial problem of having valuable information distributed throughout folders, Excel files, sheets of paper, someone’s head, email conversations, etc.

4.1 How to log a Service Ticket

The Helpdesk can be contacted using either of the following methods

1. Phone: +353 1 2530680
2. Email: support@ultantechnologies.com

Severity 1 and Severity 2 issues should be logged using email

Severity 1 issues should also be phoned in to the Helpdesk.

The following information should be provided:-

- Contact Name & Number
- Issue Type
- Precise details of the issue and their circumstances
- Symptoms and how to recreate the issue
- Error messages if any
- Priority level Note:- Default Priority is Level 3

Upon receipt of an email to the above address, the Helpdesk system will automatically log and generate a unique issue reference number.

The requester will be notified of this reference number. Should the reference number change then the requester will be advised accordingly.

This case reference number should be used when corresponding with Helpdesk staff in relation the issue.

4.2 Call Prioritisation and Response Times

The service levels and associated response times are indicated below.

The response time listed is the elapsed time between the receipt of a support request and the time when the support team begins the support service. This includes any verbal or written confirmation with the client. SLA response times shown below are calculated based on the agreed availability hours.

Severity	Definition	Initial Response (working hours)	Resolution Provided (working hours)	Communication Updates

Severity 1 Critical	Business Stopping, Critical system failure, System is not usable/data loss experienced.	15 Minutes	4 Hours	Hourly updates will be provided by email or phone to the original reporter of the problem.
Severity 2 Major	Serious error, system is responsive however specific functions are not available. No Data Loss.	30 Minutes	1 working day	The originator is emailed when a query is resolved.
Severity 3 Medium	Non Critical error reported, system can still be used.	4 hour	2 working days	The originator is emailed when a query is resolved.
Severity 4 Minor	Standard queries or all other queries.	1 working day	5 working days	The originator is emailed when a query is resolved.

4.3 Key Performance Indicators

In order to maintain a support and service environment which continues to meet and exceed customer expectations, Ultan Technologies ensures continuous improvement is to the forefront.

We encourage and actively look for regular support reviews to identify what we are doing right and what can be improved on. In order to formalise this we include within our standard SLA a schedule for service review meetings which is agreed with the customer prior to the start of support.

We also produce reports based on pre-agreed key performance indicators built into the SLA which includes SMART metrics i.e. specific, measurable, achievable, realistic and time driven. These metrics help ensure that the process is running effectively and efficiently.

Typical key performance indicators Ultan Technologies can report on include:

- Number of incidents per priority , impact, urgency
- Number of incidents per type and category

- Number of incidents per person, user (i.e. top ten incidents per user)
- Number of incidents per application sections
- The Average time to achieve incident resolution - broken down by the following:
    - Type
    - Category
    - Priority, impact, urgency
    - Service
- The percentage of incidents handled within the agreed Service Level Agreements for that type of incident or application
- The percentage of incidents resolved at a particular support level that meet with the SLA
- The percentage of incidents assigned more than twice
- Then number or percentage of major incidents
- Breakdown of incidents at each stage of process (Logged, open, in progress, closed)
- Number of Problem incidents
- Number of requests for change
- Number of requests for information for example
- Number and percentage of reoccurring incidents

4.4 Escalation Procedures

There are times where the support team is unable to resolve client requests in the first instance. To help Ultan Technologies address this, there is a structured process in place as part of the standard offering.

If a call is in danger of not being resolved within the SLA response time it is escalated internally by the support team.

If a call is not resolved within the SLA it can be escalated by either the customer or by Ultan Technologies.

Depending on each situation and who initiates the escalation request, either a functional escalation or a hierarchical escalation may be triggered

4.5 Functional Escalation

Should the assigned individual working on the request struggle to meet the assigned SLA response time, the individual can transfer the request to a higher level specialist on the team to lessen the business disruption for the client. Either the assigned support member or the customer can initiate this.

The assigned individual will liaise with the customer while the higher level specialist is working on the request. The assigned support member will also liaise on behalf of the customer with third party vendors as appropriate.

The customer is kept informed regularly on status and progress using the preferred method of communication throughout that event. Also, if the customer provides alternative escalation contacts, they will also be kept informed.

The assignee notifies the support manager in Ultan Technologies of the issue, so they too are kept informed.

Once the issue is resolved, the assigned support member documents a summary of events and issues this to both the customer contacts and the support manager.

The request is analysed and if necessary, work is scheduled and acted on accordingly to ensure it does not reoccur. On follow up, further summary reports are sent to the customer and the support manager.

The request is closed once the customer is happy with work carried out and stability is achieved.

4.6 Hierarchical Escalation

If [Client] feels that the support team do not have the decision-making ability or competencies to address a new or existing request, then it can escalate to more senior personnel as appropriate. The hierarchical escalation structure in Ultan Technologies is as follows.

4.7 Levels of Support

Specialist support groups/developers other than the Service Desk are referred to as second or third line support, having more specialist skills or other resources to solve incidents. The Support Manager is responsible for each of the First, Second and Third Line Support groups.

5 Change Control Process and Procedures

5.1 Non Standard Change Request

The following activities and process flow are carried out by Ultan Technologies in collaboration with the client to manage Non Standard Change Requests. A subset of these activities will be used in other types of changes, such as standard (pre-approved) or emergency.

On the customer side there are traditionally a number of steps required in order to issue a Request for Change to a system such as planning and validating the change, creating a business proposal and internal approval steps.

Ultan Technologies can assist the internal stakeholders with this process and once the internal approval stage is reached Ultan Technologies will submit a Change Request document detailing some or all of the following points:

- Description of change, including procedures for preparation, implementation, verification, and remediation
- System areas to be changed
- Reason for change
- Effect of not implementing the change
- Contact information for the change initiator
- Date and time when the change was initiated
- Change type (normal, emergency, standard)
- Change category (major, significant, minor)
- Predicted timeframe, resources, costs, and quality of service
- Priority
- Risk assessment and risk management plan
- Potential customers impacted
- Back-out or remediation plan

- Target baseline or release to incorporate change into
- Target change plan(s) for change to be incorporated into
- Scheduled implementation time (change window, release window, or date and time)
- Implementation plan and associated milestones

Other considerations include

- The impact that the change will make on:
    - The customer's business operation
    - The infrastructure and customer service
    - Other services that run on the same infrastructure
- Continuity plan, regression test scripts, and data and test environment
- The effect of not implementing the change
- The resources required to implement the change

The Change Request the goes through the customers approval process and may include Technical Review and Signoff and Change Assessment Board approval.

5.2 Planned Updates / Service Patches

Many changes may be grouped into one release and may be developed, tested, and released together if the amount of changes involved can be handled by the business and its customers and there is little risk of interference between the changes.

Ultan Technologies has found that pre-agreed and established change and release windows help improve the planning throughout the changes and releases.

Major releases may need to be scheduled with the business and stakeholders at a predetermined time. Wherever possible, change management should schedule authorised changes into target release or deployment packages.

Ultan Technologies together with the customers change management coordinates the production and distribution of a change schedule and projected service outage (PSO).

The change schedule contains details of all the changes authorised for implementation and their proposed implementation dates.

The PSO contains details of changes that will impact SLAs and service availability. These documents are agreed upon in advance with the relevant customers within the business, service-level management, the service desk, and with availability management.

5.2.1 Change Implemention

Authorised Change Requests are planned with the customer and are treated as projects

The following tasks are performed during this stage:

- Implementation and development of the change
- Internal Quality Assurance and testing
- Deploy to UAT
- customer test and validation phase
- Release planning
- Customer Sign off
- Deployment planning
- Deploy to production

The implementation of Change Requests is normally scheduled when the least impact on live services is likely. Ultan Technologies support staff will always be available to quickly respond to any incidents that might arise.

5.2.2 Post Implementation Review

On completion of the change, a Post Implementation review is carried out and will include the following points

- The change has had the desired effect and met its objectives
- Users, customers, and other stakeholders are content with the results (if not, the review should identify any shortcomings)
- There are no unexpected or undesirable side effects to functionality, service levels, or warranties, such as availability, capacity, security, performance, and costs
- The resources used to implement the change were as planned
- The release and deployment plan worked correctly (the review should include comments from the implementers)

- The change was implemented on time and to cost
- The remediation plan functioned correctly, if needed
- Lessons Learned

At this point the change is closed and documented and final costs if applicable are submitted for payment.

5.3 Standard (Preauthorized) Change

As per ITIL standards there may be a set of agreed standard changes which are preauthorised by the customers change management.

Ultan Technologies will establish an agreed procedure to provide these specific change requirements.

It is understood that the elements of a standard change are that:

- Approval of a standard change will be granted by the delegated authority for that change
- There is a defined trigger to initiate the RFC
- The tasks are well known, documented, and proven
- Authority is effectively given in advance
- Budgetary approval will typically be preordained or within the control of the change requester
- The risk is usually low and always well understood

5.4 Emergency Change

Emergency changes are usually initiated in response to a critical service situation, often an incident or problem requiring immediate action to restore service or prevent service disruption.

Emergency changes are sometimes required Ultan Technologies in conjunction with the customer will identify and document specific procedures to deal with emergency changes quickly, without sacrificing normal management controls.

The emergency change category is reserved for changes intended to repair an error in a service that is negatively impacting the business to a high degree.

Effectively, the emergency change procedure will follow the normal change procedure except that:

- Approval will be given by the emergency CAB (ECAB) rather than waiting for a CAB meeting.
- Testing may be reduced, or in extreme cases forgone completely, if considered a necessary risk to deliver the change immediately.
- Documentation, such as updating the change record and configuration data, may be deferred, typically until normal working hours.

It would be anticipated that defined authorisation levels will exist for an emergency change, and the levels of delegated authority will be clearly documented and understood. In an emergency situation it may not be possible to convene a full CAB meeting. Where CAB approval is required, this will be provided by the ECAB.

6 Schedule of Costs

6.1 Licence Costs

See the costs / tender document and the licence agreement.

6.2 Support Costs

See the costs / tender document.

6.3 Change Request, Implementation and Training Costs

See the costs / tender document.

Change Requests are invoiced according to the following schedule:

- Initiation - 20%
- UAT Acceptance - 40%
- UAT Exit - 25%
- Deployment to Production - 10%
- Post Implementation Review - 5%

Training is invoiced 50% in advance and 50% upon delivery.

7 Invoicing

Invoices must be paid within 21 days of the date of invoice.

8 Intellectual Property Rights

All Intellectual Property rights (for example copyright) in work done on the request of [Client] will be the property of [Client] and Ultan Technologies will take appropriate action to execute an assignment document to confirm this ownership when asked to do so.

All pre-existing copyright owned by Ultan Technologies is not impacted by this clause.

9 Signatures

Signed on behalf of Ultan Technologies:

____

Cathal Brady, CEO

Date:

Signed on behalf of [Client]:

____

Date: