

panContext

GCloud 15

Sparx Pro Cloud Server and Prolaborate
Cloud Support Service Definition

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Service Description

Pancontext provides a managed service for Sparx Systems Prolaborate and Sparx ProCloud Server products in cloud (AWS or Azure) and on-premise. Our expert administrators will enable smooth running of your architectural tooling. The service is provided remotely from Pancontext's offices.

Service Standards

Our Pricing document covers the service levels and support hours. Below are the 4 incident priority levels that we offer:

Priority Level	Response Time	Description
P1	4 hours	The system is not available and productivity has been halted. The incident is acknowledged within 4 hours, during which time we will provide initial diagnostics and the best estimate when the service will be restored. P1 incidents must be submitted by phone.
P2	1 business day	The system is available but experiencing an issue impacting productivity. The incident is acknowledged within 1 business day, during which time we will provide initial diagnostics and the best estimate when the service will be restored. P2 incidents must be submitted by phone or email.
P3	3 business days	The system is experiencing an occasional issue, which does not impact productivity as it has a workaround. The incident is acknowledged within 3 business day, during which time we will provide initial diagnostics and the best estimate when the service will be restored. P3 incidents must be submitted by email.
P4	5 business days	The system is operating normally, but there is a question regarding system operation. The incident is acknowledged within 5 business day, during which time we will provide initial diagnostics and the best estimate when the service will be restored. P4 incidents must be submitted by email.

Any additional service levels that the buyer requires will be defined in the Call-Off Agreement and the service contract.

Onboarding and Offboarding

Onboarding of the service will depend on the buyer's circumstances, i.e. if the Sparx ProCloud Server and Prolaborate support is for an existing deployment or a fresh one. For any existing deployments, we require 10 working days transition support from the incumbent support teams, during which time our support staff will produce operational documents needed to run the service.

Our standard offboarding process is 10 working days, during which time our support staff will help transition of the operational procedures to the new supplier.

Service Pricing

Please refer to the separate Pricing Document for details of this service pricing.

Commercials

All Hosting Costs, Bundles, Support Packages and training are billed in advance. Over usage and additional support / consultancy will be billed upon the start of the next billing period. All invoices are to be paid within 30 days from the invoice date and all fees quoted exclusive of VAT at the prevailing rates.

If selecting training or workshop days, these would normally be held within the buyer's offices. If this is not an option then we can arrange a suitable venue, but reserve the right to charge additional fee to cover any costs incurred. Additional fees are payable to cover travel and expenses when performing services away from our base office. All of the additional costs will be agreed in advance with the buyer.

Service Termination

Cancellation or termination of this service will be agreed in the Call-Off Agreement between the buyer and Pancontext Ltd.