



Service Level Agreement

Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between IMSCAD Cloud and the customer for the provisioning of IT services required to support and sustain Cloud based Desktops.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the IMSCAD Cloud and the customer “stakeholders”

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

Stakeholders

The following Service Provider and Customer will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

IT Service Provider: IMSCAD Cloud (“The Provider”)

Customer: XXXXXXXXXXXXX (“The Customer”)

Goals & Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to The Customer by The Provider.

The goal of this Agreement is to obtain agreement for IT service provision between The Provider and The Customer.

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.



Periodic Review

This Agreement is valid from the Effective Date outlined herein and is valid for the agreed term. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Business Relationship Manager (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, providing agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

| | |
|--------------------------------|------------|
| Business Relationship Manager: | XXXX XXXX |
| Review Period: | XX months |
| Effective Date: | XX\XX\XXXX |
| Next Review Date: | XX\XX\XXXX |

Service Agreement

The following detailed service parameters are the responsibility of The Provider in the ongoing support of this Agreement.

General Scope:

- The Provider’s responsibility is for the Citrix or VMware infrastructure running the agreed Desktops (as per the Terms of Agreement). No responsibility is taken for a Customer managed system.
- All users will have access to the applications from any device, anywhere, assuming internet access from Desktops, Laptops or Tablets (performance cannot be guaranteed over the open internet).
- Where the provider is required to make a change on the customers behalf (e.g. OS patching or Application updates), the customer is required to submit a request for change, giving the provider a minimum of 1 week notice. Request for change maybe subject to acceptance.
- A request for service (e.g. additional resource or hardware) must be submitted to the provider with a minimum of 3 weeks’ notice. This could result in additional cost to the customer.
- The Provider will have all work on a customer managed system cleared by the customer with any chargeable work agreed by the customer prior to commencement of the work.

Support Desk

- The Support Desk will act as a single point of contact for all incidents.
- Tickets will be automatically raised upon contact. **support@imscadglobal.com**
- By telephone (Silver and Gold Level only) **US +1 855 633 8555**

| Support Parameters | SLA Level - BRONZE | SLA Level - Silver | SLA Level - Gold |
|---------------------------------|--|--|--|
| Support Desk Tier | 2 nd / 3 rd Line | 2 nd / 3 rd Line | 1 st Line |
| Acceptance of incident reports. | Mon to Fri: 09:00 – 18:00* Email Only | Mon to Fri: 08:00 – 20:00* Email and Telephone Including up to 8 hours per month | 24\7* Email and Telephone Full support |
| Response time | S1 - 2 Hours S2 - 4 Hours S3 - 8 Hours | S1 - 1 Hour S2 - 2 Hours S3 - 6 Hours | S1 - 30 Minutes S2 - 1 Hour S3 - 4 Hours |

* Support does not include UK Bank holidays, Christmas and New years

Note:

Although response times have been set out in the above table, the support desk will endeavour to respond as swiftly as possible to all tickets raised. In most cases this is well within response times expected. If the ticket is not actioned within the agreed timeframe, this will need to be escalated internally within IMSCAD Cloud, please see escalation process for your escalation points.

Ticket classification

Within the Providers Ticket System, all events related to a Service will be tracked with an individual Ticket. In the case of Service Outage, the related Ticket will be marked with a Severity 1 (S1) as SLA relevant.

The following table gives an overview of the Severity levels within The Providers Trouble Ticket System and an indication of priority level the ticket is assigned. Priority levels can be determined in a number of ways, severity level and priority level do not necessarily go hand in hand. In most cases we'll work to the following Severity and Priority level assigned in the table:

| Severity Level | Description | Priority Level and Estimated time to Resolution |
|----------------|-------------|---|
|----------------|-------------|---|

| | | |
|---------------|--|---|
| Severity 1 | High Impact - Most users affected with business-critical processes non-operational. | Severity 1 tickets will be treated as high priority (Priority Level 1) with an estimated time to resolution between 3 and 8 hours. |
| Severity 2 | Medium Impact - A department or larger group of users are affected, functionality has been impeded, a workaround is available other departments\users are unaffected | Severity 2 tickets, priority level applied can depend on whether a work around is immediately available - In most cases Severity 2 tickets would receive a priority level of between 2 and 3 with an estimated time to resolution between 8 and 16 hours. |
| Severity 3 | Low Impact - a small group of users are affected, issue experience is of nuisance, but users can continue to work, other users are unaffected | Severity 3 tickets are treated as low priority with minimal impact to users, severity 3 tickets will receive a priority level of between 3 and 4 with an estimated time to resolution between 36 and 48 hours. |

Note:

If a Severity 1 Ticket is raised, it is expected that the Customer is contactable during the entire time taken to resolve the issue. If the client becomes un-contactable within a period of 30 minutes notification will be given that the issue will be lowered to a Severity 2.

Escalation Process

Head of Engineering

Support Desk Manager

Director

Escalation scenario:

- 1) Call or email to IMSCAD support team – Support ticket created by engineer – Issue not resolved as per SLA - Escalated to product specialist
- 2) Call or email to IMSCAD support team – Support ticket created by engineer – Issue not solved as per SLA – Issue not solved by product specialist – escalated to Head of Engineering and IT Manager
- 3) 4th line escalation is to Citrix/VMware or relevant ISV Support.

Ownership and Responsibilities Matrix:

To be filled in appropriately for each individual customer engagement.



| Components | Provider Responsibility | | | Customer Responsibility | | |
|---|-------------------------|---------|------|-------------------------|---------|------|
| | Bronze | Silver* | Gold | Bronze | Silver* | Gold |
| Support Hardware | | | | | | |
| Support Network | | | | | | |
| Support Hypervisor | | | | | | |
| Support Virtual Infrastructure | | | | | | |
| Support Desktop | | | | | | |
| Support OS (issues upgrades patching) | | | | | | |
| Support Applications (hot fixes and patching) | | | | | | |

*** Silver Tier includes 8 hours of general Support per month for the customer to use how they wish - These hours are not transferable and do not roll over if not used.**

Financials:

We aim to provide a level of support to suit every customer's needs from just being there when you need us to a fully managed service. We initially offer 3 tiers of support, should you need something more tailored please contact your relationship manager to discuss.

| Support Tier | Cost Per User, Per Month | | |
|--------------|--------------------------|--------|------|
| | Bronze | Silver | Gold |
| Cost in \$ | xx | xx | xx |

For current pricing contact enquiries@imscadcloud.com

Invoicing

The Provider shall invoice The Customer at the commencement date of this service agreement.

Invoices for additional new users shall be made periodically as and when they are licensed for access to this deployment.



Invoices for Support that fall outside of the Providers responsibility will be based on total engineering time used (in hours) and invoiced within 3 days.

Payment of all invoices shall be by return unless under terms previously agreed between The Provider and The Customer.

Terms of Agreement

The areas of responsibility between IMSCAD Cloud and XXXXXXXXXX are as follows:

- 1st line support Directed to XXXXXXXXXX Support Department
- 2nd line support Directed to XXXXXXXXXX Support Department
- 3rd line support Directed to XXXXXXXXXX Support Department

Acceptance and Approval:

(By selecting your level of cover and signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

| Required SLA Tier - Please indicate | | |
|-------------------------------------|--|--|
| | | |

| Approvers | Name | Signed | Date |
|---------------------------|------------------------------------|--------|------------|
| IMSCAD Cloud | Director | | XX\XX\XXXX |
| Enter customers name here | Enter Customer Approvers name here | | XX\XX\XXXX |

