

Service Level Agreement

Purpose of this **Silver** Service Level Agreement (SLA) dated *December 2007*

This SLA is an agreement between Synergy-uk and *New Co.*, detailing the service and expectations to be provided in Sheffield S1.

1.0 Service Hours:

Within reason, this is provided as part of your support contract. However, we reserve the right to charge you as appropriate if service is required after 5 pm and before 7 am and/or the problem has been caused by or arises out of careless or inappropriate use by your employees or agents or falls outside the terms of our 'Acceptable Use Policy'.

Normal business hours are 9 am to 5 pm (Monday to Friday)

General Consultancy rate		£ 500 / day
Unsociable hours	5 pm to 10 pm (Monday to Friday)	£ 100 / hour
Unsociable hours	10 pm to 9 am (Weekends)	£ 150 / hour

2.0 The services provided by Synergy-uk under the terms of this SLA include:

Desktop PC Support, including end user support, Goldmine Setup and configuration, software updates, new workstation installations and new peripheral equipment installations;

Goldmine Server/LAN/WAN Support, including administrator training, software updates and upgrades, hardware upgrades, new peripheral equipment installations and e-mail and user/group account setup, SQL Database health monitoring;

Dedicated Project Manager: Ray Luke will be your main point of contact, although back-up personnel will be available if required – contact details are provided below;

Priority Response Time for Emergencies: Emergency calls will be responded to **within** 4 hours during normal business hours. After-hours emergencies will be responded to **within** 6 hours;

Access to Synergy-uk network of local IT partners and contractors:

You will have access, through Synergy-uk, to a range of contractors and vendors where appropriate;

Quarterly Planning Session: We will meet with you on a quarterly basis to determine schedule and project work for the coming quarter/year;

IT Audit: Synergy-uk will provide you with an Annual IT Audit assessment and report. We also understand that all systems are under the full control and supervision of your IT department and will make all passwords and setup information available within two hours notice. We will also help in any relocation or handover to any other IT resource upon your request.

3.0 Scope of Services

Synergy-uk is your main point of contact for all Call Centre IT systems. If Synergy-uk is unable to remedy a problem, then we will work with any appropriate outside vendor until a resolution is reached. Please understand that additional expenses may be incurred when an outside vendor is brought in to solve a particular problem and you may be required to reimburse Synergy-uk for any such expenses plus a 15% management fee.

4.0 Standards of Professional Conduct:

Synergy-uk agrees to treat your employees and agents with respect at all times, especially during times of business crises. In return, we expect the same treatment from your employees and agents towards us.



5.0 Peak Demand Periods:

Synergy-uk will make its best effort to respond to your needs within the time frame stated above.

It is understood that there may be occasional times of peak demand when we are forced to have to make extremely difficult decisions and prioritise needs according to the standard of service level agreement & severity of business impact.

Synergy-uk's employees and contractors are not your full-time employees and at no time should be treated as such.

6.0 Loss of Service:

The client recognises that Synergy-uk makes every attempt to select the most reliable systems and partners possible and understands that unless it has an unlimited IT budget, it is impossible to guarantee zero downtime. However, we will work within your IT budget in order to keep the system up and running efficiently and cost-effectively wherever possible.

7.0 Terms and Conditions :

Synergy-uk's terms and conditions of business and associated policies form part of this SLA and can be viewed on our website at <http://www.synergy-uk.com>.

Contact Information for Synergy-uk

Project Manager: Raymond Luke

E-mail Address: raymond@synergy-uk.com

Phone Number: 0114 296 2300

Mobile 07976 263 013

Secondary Contact: Helpdesk

Telephone Number: 0800 789 2300

E-Mail Address: helpdesk@synergy-uk.com

Contact Information for *New Co.*

Company Name: _____

Main Contact: _____

Telephone Number: _____

E-mail Address: _____

Secondary Contact: _____

Telephone Number: _____

E-Mail Address: _____



St. James House
Vicar Lane
Sheffield
South Yorkshire
S1 2EX

Tel: 0114 296 2300

Fax: 0114 223 6888

Ray@synergy-uk.com