

## SERVICE LEVEL AGREEMENT OVERVIEW OF PROVIDING SERVICES

In providing our services, we strive to understand the unique needs and expectations of our customers based on their size, location, business focus and strategy. In order to bring the greatest added value to our clients, we have divided our service into three basic categories: Bronze, Silver and Gold. Our premium packages are customized to cover 8x5 and 24x7x365.

Each category offers a combination of individual services that focus on the most critical needs within everyday IT operation.

Our widely scalable portfolio allows us to flexibly adapt the structure of the required service and therefore we can tailor the final design exactly to your specific requirements and preferences.

SERVICE NAME		BRONZE	SILVER	GOLD
<b>TECHNICAL SUPPORT</b>	Coverage	24/7	24/7	24/7
	Response time	2 hours	1 hour	0,5 hour
	Time to Resolve - Priority 1	12 hours	6 hours	4 hours
	Time to Resolve - Priority 2	36 hours	24 hours	12 hours
	Time to Resolve - Priority 3	96 hours	72 hours	36 hours
	Time to Resolve - Priority 4	120 hours	96 hours	72 hours
<b>Account Delivery Manager</b>		Shared	Shared	Dedicated
<b>Review meetings</b>		Annual	Quarterly	Monthly
<b>Service Desk</b>		✓	✓	✓
<b>Monitoring</b>		✓	✓	✓
<b>Vendor Support Management</b>		✓	✓	✓
<b>Return Merchandise Authorization</b>		✓	✓	✓
<b>IT Consultations</b>		✓	✓	✓
<b>Spare Parts Management</b>		✗	✓	✓
<b>Hardware Renewal Management</b>		✗	✓	✓
<b>Critical updates</b>		✗	✗	✓
<b>Profylaxis</b>		✗	✗	✓

## SERVICE DESK

Service Desk acts as a **single point of contact** for selected customers personnel and IT specialists. It operates 24 hours a day, 7 days a week, 365 days a year around the clock Monday till Sunday in various languages and geographical locations to better serve our customers' unique needs. Various types of interactions are supported via phone, and email being just one of the predominant ones. All requirements are being traced in state of the art IT service management tool (ITSM) which is fully accessible to our customers in private and secure mode. IT service management tool also

provides great access to selected metrics, reports, charts and overviews.

To make sure our Service Desk offers great service to our customers, minimalizes mistakes and enhances the overall customer interaction we have based our operations on ITIL methodology and successfully implemented international service management requirements ISO 20000.

## TECHNICAL SUPPORT

System engineers of individual technological towers are responsible for restoration of services as soon as possible within SLA metrics. They also regularly shift between the projects implementation and daily support tasks. This system helps to keep the technical teams in permanent contact with the current technological innovations. After signing the contract the customer acquires a primary and a backup Technical owner (TO). These people should be acquainted in detail with the environment (infrastructure) which will be

the subject of services, architecture and philosophy of use so that the subsequently offered services could be provided in accordance with the customers' business requirements. Technical owner is responsible for preparation of all the technical documentation which will be used to provide services and for proposing changes and improvements in infrastructure being administrated. He is also required to provide support in case of handling more complicated tasks, IT consultations and cooperation with TAC requests.

## RESPONSE TIME

Time taken between the moment incident was initially raised by customer or created from alarm in our monitoring tool and Soitron Service Desk initial response. Since receiving customers' phone call, email, or ticket it usually takes only a couple of minutes when

Soitron Service Desk starts initial investigation and optimal first step resolution procedures. Response time varies between **30 to 120 minutes** according to customer preferences, incident severity, overall impact and SLA agreement specifications.



## TIME TO RESOLVE

One of the key metrics describing the time needed to restore customer's defined service, original system functionality. According to the severity of impact and urgency of restoration of original system or application functionality, a ticket priority level is defined. Standardly there are four Priority Levels (Critical, Important, Normal, Low) with individual resolution times assigned to them. Resolution time of **critical incidents with high impact and urgency usually takes between 2 to 4 hours**.

For incidents with "low" priority level the resolution time is counted in days, even weeks. Resolution times are being stated in SLA contract and their duration is based on the selected service level: Bronze, Silver or Gold.

## ACCOUNT DELIVERY MANAGER

To improve customer experience, clarify escalation lines and easy the overall cooperation and interaction a **single point of contact** for all customers' initiatives is nominated. A key role of Account Delivery Manager (ADM) is to make sure cooperation runs smoothly and to mutual satisfaction.

ADM organizes and leads regulars reporting meetings, provides customer with comprehensive operational reviews, manages improvement activities and handles potential escalation. Based on the SLA level and customer preference ADM may be shared or dedicated.

## REVIEW MEETINGS

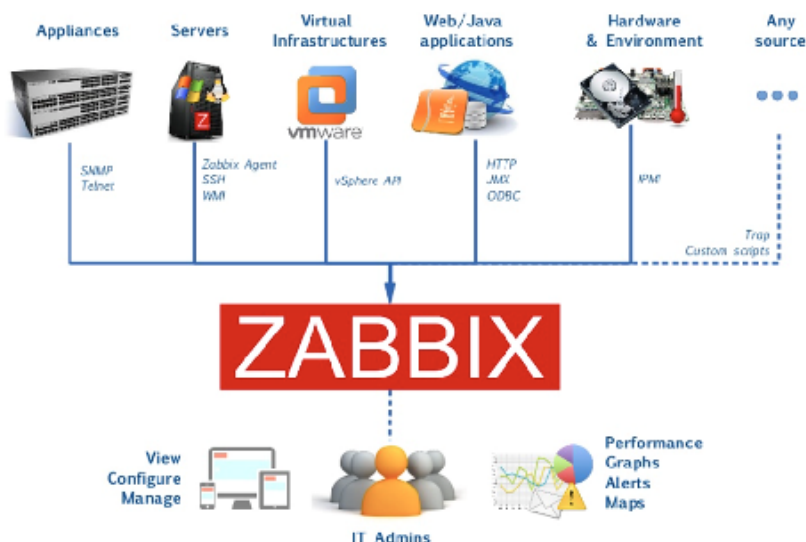
Review meeting are organized either **monthly, quarterly or yearly** and represent a great place for feedback exchange, operational issues clarification, short-midterm activity planning and overall cooperation evaluation. Based on customer preference, actual

project status and needs, Soitron senior technicians, presales personnel may participate as well. Review meetings may also be used as a place for new processes, technologies presentations and development activities consultations.

## MONITORING

To guarantee the high level functionality and availability of all defined customer's services Soitron proactive monitoring solution will be applied.

Our state of the art monitoring solution will provide 24x7x365 active monitoring of critical services, physical and virtual servers, network devices and applications. The restoration of potential downfalls we see as one of the most critical tasks, because it significantly contributes to downfall prevention and potential break downs elimination. Proactive monitoring help us to minimize future break downs via proactive incidents identification and its elimination. We strongly believe in prevention and Soitron has invested heavily in its monitoring solution to make sure our customers infrastructure is running 24/7/365 without interruption.



## VENDOR SUPPORT MANAGEMENT

One of the crucial services we provided our customers with is **customized renewal of vendor support service contracts** for key technological partners as Cisco, HP, AVAYA, Microsoft and others. Our GOLD level partnership with hardware and software vendors ensures that Soitron operates with the most up to date list of updates, patches and upgrades versions of software. Our product managers are always ready to consultant, advice and prepare custom quotation of selected hardware and software vendor supports based on unique customer's needs with price optimization always in mind.

## RETURN MERCHANDISE AUTHORIZATION

RMA is also integral part of Soitron service which is being offered to all our customers in case hardware failure occurs. As part of the RMA process we provide regular updates of estimated delivery time, manage communication with hardware vendor, shipping company and arrange place and date of delivery to fit customer preferences. Configuration and on-site implementation of newly delivered HW parts will be managed by certified Soitron technicians.

## SPARE PARTS MANAGEMENT

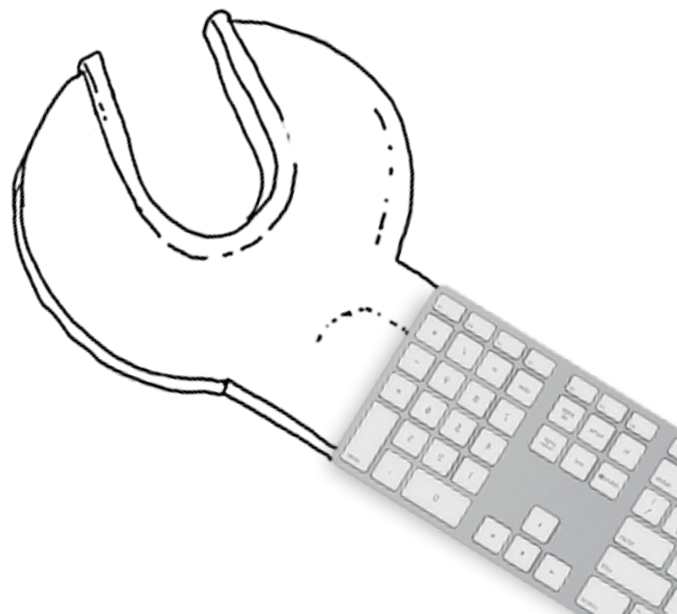
We understand that some devices are more important than others and their on-time availability may be crucial as malfunction usually happens in the most inconvenient times. To serve our customers even in the most unpredictable and highly critical situations Soitron

has built its own very well stacked group of hardware warehouses in various geographical locations to offer excellent flexibility and level of service. Spare hardware which is strategically allocated to multiple locations is at our customer disposal in time of need.

## HARDWARE RENEWAL MANAGEMENT

Hardware products eventually reach their natural end of life for various reasons, for example new and better technologies entering the market, marketplace changes, or source parts and technologies unavailability. This is part of any technology product's lifecycle. It is our goal to make this process as seamless as possible for you, therefore **ADM will notify you 6 months prior to a product's end of sale**, at which time the product will no longer be available for order. We will also provide you list of possible hardware replacement to ensure your hardware will be covered by vendor in the future.

Our technicians will perform diagnostic activities and will coordinate replacement procedure of damaged parts with our service coordinator.





## CRITICAL UPDATES

ADM will notify your representative in regards of **critical hardware upgrades and software updates** for your infrastructure in case of vulnerability is detected by our technicians or announced by hardware vendor. In Soitron we understand hot fixes are critically important for stability of ongoing business operations and therefore we

apply critical updates immediately to prevent any potential damages or security breaches. During the whole process our senior technicians will keep you updated. Our technical interventions will be thoroughly planned with strong focus on minimizing any negative impact on day to day operation.

## IT CONSULTATIONS

Soitron pool of highly skilled and certified technicians and solution architects is available to our customers for **technical consultations, product demonstrations and prove of concept activities**. Besides strong focus on delivering high quality day to day

operations we believe that new technologies deployment which can lead to growing revenues, increased customer satisfaction or just reduced cost are equally important and are the key idea behind our customer consultation services.

## PROPHYLAXIS

Dust is one of the biggest enemies of IT equipment. There is no dust free environment so every computer, server or even network component is at possible risk of malfunction due to electrical shock caused by dust.

Regular prophylaxis will provide you with assurance that dust will not harm your precious IT infrastructure. Our technicians will clean and test all hardware components which are listed in SLA. Operating systems and software will not be checked during this task.

Prophylaxis will be carried out upon agreement with customer **once a year**.

## CONTACT

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