

# Important Service Information for Payroll Online Service



Sage shall provide Payroll Online Service as set out and defined in the tables in Schedule 1. As part of the Service, you must nominate an Authorised Contact as specified in Schedule 1. Any change requests must come from the Authorised Contact and in writing.

Subject to the Supplier performing its service obligations and any disruptions to the Services caused by the Supplier outages and any scheduled maintenance period, Sage will maintain the Service as set out in Schedule 2.

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## SCHEDULE 1 - SERVICES

Services	Details
<b>24x7 Software Hosting</b>	Sage will manage and maintain the Software on a server hosted by the Supplier in an external IT environment.
<b>Access and Management</b>	Sage will: <ul style="list-style-type: none"> <li>• provide You access to the Software through a secure RemoteApps Link;</li> <li>• maintain the access link to the Software from the hosted server side;</li> <li>• install the Software, database and any updates;</li> <li>• manage the profiles and security for access to the hosted server;</li> <li>• send You alerts if there are issues affecting the Software, Services or the host server.</li> </ul>
<b>Application Software Support</b>	Telephone and E-mail support during Business Hours
<b>Hosted Environment access support</b>	Telephone and e-mail support during Business Hours including; <ul style="list-style-type: none"> <li>• Connection support</li> <li>• Restoring of data older than 45 days</li> <li>• Establishing new users logins</li> </ul>
<b>Data Management</b>	Your backup data will: <ul style="list-style-type: none"> <li>• Be retained in your system for 45 days</li> <li>• After 45 days the backup data is archived in a secure environment</li> <li>• Backup data will be stored, maintained and restored to our best endeavors</li> <li>• Historical data is accessible through your application from commencement of processing.</li> </ul>
<b>Licence and capacity increases</b>	Adding additional modules and capacity <ul style="list-style-type: none"> <li>• Additional employee capacity or modules can be added to your system at any time</li> <li>• Additional cost for the capacity or module will be payable</li> </ul> Additional cost for Payroll Online fees will be payable.

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*Please nominate a person within your organisation who is authorised to make System Changes;*

**Person's Name:**

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**Person's signature:**

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**Date:**

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## SCHEDULE 2 - SERVICE LEVEL RESPONSIBILITIES

- a) Sage will use, undertake or employ, at its discretion, whatever systems, procedures and or actions that it deems necessary in executing and performing any of its responsibilities as detailed in these Service Levels and will determine the manner in which it implements, undertakes or provides these systems, procedures and or actions.
- b) All times referred to in these Service Levels are references to Business Hours, unless otherwise notified in writing by Sage.
- c) You will:
  - i) ensure that Your staff have current and accurate procedures and instructions in place to enable use of the Services and the Software; and
  - ii) ensure that Your staff are adequately trained in the use of the Services and Software and that those staff are the Sage contacts.

### 1. Issue Management

- a) Where issues arise in the delivery of Services, You will report all problems to the Sage help desk or to the Payroll Online Support Suppliers helpdesk in a timely manner. Sage service centre personnel and/or the Supplier's personnel will be available during Business Hours.
- b) Where issues arise in relation to these Service Levels, Sage will:
  - i) maintain a log of all problems that are reported by You. This includes problems caused by You;
  - ii) respond to and resolve all problems in accordance with the Issue Resolution Process outlined in these Service Levels; and
  - iii) liaise with third parties (where it considers this necessary) to facilitate the timely resolution of issues.

### 2. Issue Resolution Process

#### Technical Support for Connection and Access to the Payroll Online Environment

- a) Where You notify Sage of a problem with the connection or access to the Payroll Online Service, Sage will assign one of the Severity Levels set out below:

	Severity Levels
1	The connection or access to the hosted site is inoperable or experiencing significant problems causing operation to be severely impacted. You have investigated and able to prove that no environmental changes have occurred in Your environment since the last correct working of the connection or access.
2	A suspected high impact condition associated with the connection or access, however the Software or Services are still able to perform substantially to their specifications and the problem does not materially disrupt Your business.
3	Minor problems being experienced or a general question has arisen concerning the Software or Services.

- b) The severity code assigned to a problem determines the order in which Sage will address it. Severity 1 calls are addressed first, Severity 2 second, and so on. Calls with equal severity are allocated on a first-in, first-out basis;
- c) Sage warrants that Severity 1 incidents will be addressed until they are resolved or until a "work-around" is generated that lowers the severity level; and

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- d) Sage does not provide support for Your hardware, operating systems, network operating systems, physical network, web servers, or Your email system.

### 3. Service Level Responsibilities

Sage will respond to a call for service from You based on the severity levels within the following time limits:

<b>Severity 1</b>	2 hours
<b>Severity 2</b>	4 hours
<b>Severity 3</b>	24-48 hours

### 4. Issue Resolution Process and Application Software Support

- a) Application Software support is allocated on a first -in first-out basis.
- b) Application Software support will only be supplied so long as the Software is used under conditions for which the Software is designed.
- c) Application Software support will only be supplied to Your authorised employees.
- d) Your authorised employees must be adequately trained in the use of the Software applications.
- e) Application Software support provided under this Agreement is limited to telephone support of the Payroll, Employee Self Service or Human Resource Software supplied by Us during normal Business Hours. If You require any additional technical support, including telephone support outside normal business hours, We may, in Our absolute discretion, provide that support to you at Our then current rates for such services.

### 5. Escalation

If You believe that Sage is not adequately addressing the issue, You may escalate this concern to the relevant Sage National Manager.

### 6. Service Level Review

- a) Where it is apparent that a Service Level deviation has occurred, Sage will:
  - i) Identify the cause of the degradation in performance;
  - ii) Use its best endeavours to restore Service Levels;
  - iii) Notify You of any change to the Service status;
  - iv) Take remedial action to minimise the risk of recurrence;
  - v) Document the incident and the action taken; and
  - vi) Review the performance issue and actions in place.
- b) A Service Level review may be undertaken by Sage annually or as agreed between the parties.

## Important Service Information for Payroll Online Service

This section is required to be completed to enable the establishment of your Payroll Online environment. Establishment will not begin until the names of employees authorised to access Sage through the Payroll Online are provided in this document.

First Name	Surname	Phone Number	Email Address

1. A secure connection (HTTPS) will be made through Dimension Data's Firewall to Sage's Remote Desktop Gateway Server.
2. The Published Application Icon supplied will connect you to Sage's Remote Desktop Server.

1. Receipt of completed Establishment Requirements and Payroll Online agreement, and establishment form
2. Client Payroll Online Establishment date booked
3. Client Payroll Online Instance setup
4. User accounts setup with local drives mapped to the Payroll Online
5. Sage Payroll Online welcome email sent with published application icon and login credentials for nominated users
6. Test connection
7. Sage confirms access with client.

Our IT support has full responsibility for ensuring your establishment is completed to specifications.