Service Level Standard

HandiSoft Final Accounts

Sage Software Australia Pty Limited

Effective 1 April 2021

Contents

1.1 Document Overview

This Document represents a Service Level Standard ("SLS" or "Standard") which describes Sage's approach in providing Support. It does so without reference to any specific customer or support agreement that may be in place.

This Document remains valid until superseded by a revised Standard published by Sage Software Australia Pty Ltd.

1.2 Goals & Objectives

The **purpose** of this Document is to ensure that the proper elements and commitments are in place to provide consistent Final Accounts Application Support to the customer by Sage Support Team.

The **objectives** of this Standard are to:

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

1.3 Stakeholders

The following Service Provider(s) and customer(s) will be used as the basis of the Standard and represent the **primary stakeholders** associated with this SLS:

Service Provider:	Sage Software Australia Pty Limited
Customer:	Customer with a current subscription to the HandiSoft Final Accounts service which incorporates standard level support as specified in the relevant license order.

1.4 Periodic Review

This Standard is valid from the **Effective Date** outlined within the title page of this document on page 1 and is valid until further notice. This Standard will be reviewed at a minimum once per year; however, in lieu of a review during any period specified, the current Standard will remain in effect.

1.5 Service Standard

The following detailed service parameters are the responsibility of Handisoft Final Accounts Support in the ongoing support of this Standard.

1.5.1 Service Scope

The following items are described in this section:

- Case Logging
- Service Availability
- Priority determination
- Case Handling Targets
- Status Reporting
- Explanations of Terms
- Case Resolution
- Customer Responsibilities
- Provider Responsibilities
- Evaluation Criteria
- Service Assumptions

1.5.2 Case Logging

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

Each reported issue will be handled as an individual “Case”.

- Cases can be logged via email to support@handisoft.com.au
- All the information details should be completed for the remedial process to start.
- Where possible and relevant fault codes, error logs or screenshots should be provided.
- For each email query received an Automatic Response will be received confirming receipt
- Email cases are created initially with P3.

1.5.3 Service Availability

Coverage parameters specific to the service(s) covered in this Standard are as follows:

- Email Case logging: Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday in all states of Australia.
- Final Accounts Support portal is available 24/7 at https://au-kb.sage.com/portal/ss/
- Cases logged outside the above hours that are related to connectivity will be monitored 24/7 and details posted on https://trust.sage.com/ to advise of connectivity status.
- The Sage City Community is available 24/7 at www.sagecity.com
- Cases can also be logged online at https://www.sage.com/en-au/support/#handisoft

1.5.4 Priority Determination Process

The prioritization of works is based on the severity of the problem in hand. There are 4 levels with P1 being the most severe and P4 being the least severe.

Level	Category	Description
P1	Critical severity	Total business disruption, significant and continuing data loss, or security breach which requires immediate and continuous work irrespective of working hours.
P2	Urgent severity	Business disruption or escalated due to delay in support process due to Final Accounts. This will be worked on during working hours (see Service Availability above).
P3	High severity	Application and system performance issues. This is the standard level for cases.
P4	Low severity	Cosmetic. Not important to business function or does not require short-term action.

1.5.5 Case Handling Time Targets

Level	Initial Response & Diagnosis	Target Close or workaround	Escalation
P1	1 hour	4 hours	2 hours
P2	4 hours	8 hours	8 hours
P3	8 hours	16 hours	16 hours
P4	Acknowledgement	None	No Escalation

* Response times are within business hours. Please note the hours are not cumulative.

Table explanation

If a P1 case related to connectivity is raised the customer will receive a response within one hour whether this be requesting further information or advising the issue has been resolved. 24/7 responses relate to connectivity only. Other causes will be responded to during business hours. For total business disruption, significant and continuing data loss, or security breach that have not been resolved Final Accounts Support will provide a workaround where possible within four hours and continue working on a fix throughout the 24-hour period.

If a P2 case is raised the customer will receive a response within four hours whether this be requesting further information, or the issue has been resolved. If the issue has not been resolved Final Accounts Support will provide a workaround within eight hours and continue working on a fix. After eight hours, the customer can escalate the case.

If a P3 case is raised the customer will receive a response within eight hours whether this be requesting further information, or the issue has been resolved. If the issue has not been resolved Final Accounts Support will provide a workaround within sixteen hours and continue working on a fix. After sixteen hours, the customer can escalate the case.

If a P4 case is raised the customer will receive an acknowledgment there are no timescales involved in resolving the case and therefore no escalation process.

1.5.6 Case Resolution

Status	Explanation
New	Initial diagnosis to ensure Final Accounts Support fully understands the case; • A case requires a proper description, a full description of steps to reproduce, and business impact. • Resolution provided if known and if no other cases in the queue. • P1 and P2 will be diagnosed immediately.
Diagnosis	The case should be fully diagnosed, and resolution attempted, unless it is beyond capability.
Waiting on Customer Information	Wait for the customer to provide more information to explain the issue, to reproduce, or explain the business impact. Requested by email unless P2 where phone may be used. For P1 this will always be first attempted by phone.
Waiting on Final Accounts Support Response	To fully diagnose and find an acceptable resolution to cases; • Final Accounts Support must be able to reproduce or observe the issue, where possible • If there is a delay to a full resolution, or if passing to 'On Hold - Change Raised', a workaround, if available, must be sought and communicated to the customer.
Enhancement Request	The customer has suggested a change to the code therefore the case has been assigned to the Development Team. No commitment to the timing or content of the change can be made.
On Hold – Change Raised	The case requires a code change therefore has been assigned to the Development Team. No commitment to the timing or content of the change can be made.
Pending Customer	Final Accounts Support believes it has resolved the case, the customer

Status	Explanation
Approval	has been informed and Final Accounts Support is awaiting the customer's email response. If no response is received the case automatically closes after 4 days.
Closed License Request	The customer has requested to purchase extra Salesforce licenses, this request has been assigned to the Sales team and the customer has been informed.
Closed	Final Accounts Support believes it has resolved the case, the customer has been informed and the customer agrees that the issue is solved.

Outcomes

- Case is resolved by support and agreed that resolution will be in a future change to Final Accounts.
- A paid-for work request for consulting services is required.
- Customer Success Manager action required.
- Training required for the customer.
- No response or closed by customer.

1.5.7 Customer Requirements and Responsibilities

Customer responsibilities and/or requirements in support of this Standard include:

- Cases to be logged by personnel trained in the use of the system.
- If the case is related to a process the customer is to review self-help materials prior to raising a case.
- To maintain data protection/privacy cases are to be logged only by personnel registered with Sage. If cases are received from other areas of the business, they will be routed back to registered contacts.
- Report incidents as they happen to enable support to resolve the case in a timely manner.
- Provision of full information (see Appendix 1) as described.
- Availability of staff to provide further information as requested by support.
- Remote access to the system for Sage Support staff.
- Reasonable availability of customer representative(s) to test and/or provide feedback on remedial work being carried out.
- Unhindered access to the internet for the users of the system. Be fully subscribed to Standard Support Services.

1.5.8 Service Provider Requirements and Responsibilities

Service Provider responsibilities and/or requirements in support of this Standard include:

- Meeting response times associated with service-related incidents.
- Appropriate notification to customer for all scheduled maintenance or other occasion of system unavailability.
- Sage Software Australia Pty Ltd cannot provide any legislative, tax or interpretation advise to customers.

1.5.9 Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

Release Policy

Sage manages the version updates and maintenance requirements for Final Accounts. Customers will be notified in advance in accordance with Clause 3.1 of the Sage HandiSoft Cloud Terms of Service when there is a downtime required to Final Accounts.

The Final Accounts release notes will outline this requirement. To ensure that your organisation benefits from the latest features and functionality released with the Final Accounts update, we may require that you update your Sage HandiSoft Software to the version outlined in the Final Accounts release notes (if applicable).

Customer organizations falling outside of this release policy risk losing their entitlement to Standard Level Support.

Appendix 1

Information Required before work on a Case commences.

Customers submitting a case are requested to supply the following information:

- Sage HandiSoft Client Number.
- Product Version Number of Sage HandiLedger (if applicable)
- Detailed description of the problem:
- What you were trying to achieve when the problem occurred?
- What screen were you in when the fault occurred?
- Please include a screenshot of any error messages in your reply.
- Confirmation of severity (Impact on Business Operations)
- Confirm Sage Support may access your system and data in the process of resolving this case.

You must also supply:

- Registered Contact Name.
- Company Name.
- Contact telephone.
- Contact Email.