



Sage Employee Service

Service Level Standard

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Version Control

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1.0	21/04/2020	Created	RS
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Approval

Approval	Role	Signed	Date
Sage Australia	Director Customers for Life		

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1.1 Document Overview

This Document represents a Service Level Standard (“SLS” or “Standard”) which describes the Sage approach to 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This Document remains valid until superseded by a revised **Standard** published by Sage Software Australia Pty Ltd.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 Sage Employee Service Application Support to the customer.

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

Customer: Customer with a current subscription to the Sage Employee Service Support services

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 Sage Employee Service 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
- Case Resolution
- Customer Responsibilities
- Provider Responsibilities
- 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 phone on 1300 729 329 or [online](#)
- All information relevant to the issue and customer site should be completed for the remedial process to start. See details required in Appendix 1.
- Where possible any relevant fault codes, error logs or screenshots should be provided.
- For each case logged with Sage a unique Identifier is allocated and email confirmation of the logged case is sent to the registered contact logging that case.
- To receive faster support, customers are encouraged to invoke the PEGG Support Chatbot through the in-product icon and type in symptoms of the issue to determine if a resolution has already been published.
- Where a matter is “Pay Critical” please ensure all details, as outlined in Appendix 1, of the case are included when logging a support case.

1.5.3 Service Availability

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

- Email / Phone Case logging: Monitored 8:30 A.M. to 5:00 P.M. Monday – Friday in local state time zones
- Cases logged outside of support hours may be collected, however no action can be guaranteed until the next working day. All Pay Critical cases will be actioned immediately.
- The Sage Employee Service [Online Support portal](#) is available 24/7

Cases can also be logged via the [Sage Software Australia website](#)

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, pay critical or security breach which requires immediate and continuous work irrespective of working hours.
P2	Urgent severity	Business disruption. 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	2 hours	1 hour (work continues throughout 24 hour period)
P2	2 hours	6 hours	6 hours
P3	4 hours	8 hours	12 hours
P4	Acknowledgement	None	No Escalation

* Response times are within the local state business hours for Australian Customers. Please note the hours are not cumulative.

* Resolution Time will be Best Efforts and is dependant on root cause which may be outside Sage control.

1.5.6 Case Resolution

A clear resolution will be provided for all Cases raised by customers. In some instances, this may not be possible immediately because of issues beyond the control of the Sage Employee Service Support team. In these instances, Sage Employee Service Support will offer a 'workaround' solution where possible to enable the customer to continue working until the underlying issues can be resolved and a permanent resolution provided.

Outcomes:

- Case is resolved by support
- A paid for work consulting services are required
- Training required for the customer
- Customer Success Consultant action required

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 Sage.
- Remote access to the system for Sage Employee Service Support staff.
- Reasonable availability of customer representative(s) to test and/or provide feedback on remedial work being carried out.

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 cannot provide any legislative, tax or interpretation advice 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.

Appendix 1: Information Required before work on a Case commences

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

- Sage Employee Service Client Number.
- Detailed description of the issue:
 - What were you trying to achieve when the issue occurred?
 - In what screen were you when the issue occurred?
 - Please include a screenshot of any error messages.
 - Confirmation of severity (See clause 1.5.4)
- Confirm Sage Employee Service 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.

Subsequent case enquiries must refer to the Sage Case ID provided at time of logging.