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Sage HandiSoft
Service Level

Version Control

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1.0	11/02/2020	Created	RS
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Approval

Approval	Role	Signed	Date
Sage Australia	Director Customers for Life		

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This Document remains valid until superseded by a revised Standard published by Sage Australia Pty Ltd.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

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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 08 9245 0600 or via email at 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.
- Sage provides in product Chatbot facilities. In all instance's customers are encouraged to visit PEGG through the in-product icon and type in symptoms of issue to determine if a resolution has already been published.
- Where a matter is "Critical to Business Operations" please ensure all details of the case are included reference when logging with support@handisoft.com.au

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 time zones (AEST/AEWST).
- Cases logged outside of office hours may be collected, however no action can be guaranteed until the next working day, all Critical to Business Operations cases will be actioned immediately.
- Sage HandiSoft's Online Support portal is available 24/7 at www.sagekb.com
- The Sage City Community is available 24/7 at www.sagecity.com
- Cases can also be logged via the Sage Australia website at https://www.sage.com/en-au/support/#handisoft

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1.5.4 Priority Determination Process

The prioritization of works is based on the severity of the problem in hand.

Level	Category	Description
Severity 1 Severity 2	Critical to Business Operations	Unable to lodge returns of major business disruption, major outage, no one can access application and no acceptable solution is available
Severity 3	Not Critical to Business Operations	Employees can perform their duties but issue exists that is not currently hindering business operations

1.5.5 Case Handling Time Targets

Level	Initial Response & Diagnosis	Target Close or workaround	Escalation
Severity 1 & 2	1 hour	2 hours	1 hour (work until resolved)
Severity 3	Same Business Day (where possible)	24 hours	24 hours

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

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 HandiSoft Support team. In these instances, Sage HandiSoft 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 is required

- Training required for the customer

- Customer Success Manager action required

- No response of 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 Sage.
- Remote access to the system for Sage HandiSoft 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 HandiSoft 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.

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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.
- 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 HandiSoft 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.