sage HandiSoft

Final Accounts

Service Level

Effective Date: 1 March 2020

Document Owner: Sage Software Australia Pty Ltd

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This Document remains valid until superseded by a revised Standard published by Sage Software Australia Pty Ltd.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

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 Final Accounts service which incorporates standard level support as specified in the relevant licence 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 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
- Explanation 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 phone 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.
- Email cases are created initially as 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 (AEST), 8:30 A.M. to 5:00 P.M. Monday – Friday (AEWST).
- Cases logged outside of the above hours that are related to connectivity will be monitored 24/7 and detailed posted on https://trust.sage.com/ to advise of connectivity status.
- 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

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 the business hours for Australian Customers. 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 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

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 Final Accounts Support team. In these instances, the Final Accounts 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.
Case handling status is detailed in section below.

Explanation of Terms / Case Handling Process and Status

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 Sage Accountant Cloud Support Response	To fully diagnose and find an acceptable resolution to case: - • Final Accounts Support must be able to reproduce or observe the issue, in the test environment. • 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 must 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 must be made.
Pending Customer Approval	Final Accounts Support believes it has resolved the case, the customer 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 licences, this requested has been assigned to the Licensing Department 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
- Resolution will be in a future change to Final Accounts
- A paid for work consulting services is required
- Training required for the customer
- Customer Success Manager action required
- No response or closed by customer

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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 HandiSoft 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:

1.5.8.1 Meeting response times associated with service-related incidents.

1.5.8.2 Appropriate notification to customer for all scheduled maintenance or other occasion of system unavailability.

1.5.8.3 Sage HandiSoft cannot provide any legislative, tax or interpretation advise to customers.

1.5.9 Service Assumptions

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
- 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.