Service Level Agreement

SLA Overview

Helpdesk Services	
Days Covered & Hours of Operation (excl Public Holidays)	07:00-17:30hrs (M-F)
Service Type	Email, Online Portal, Phone
Target Response Time (to New Ticket Raised)	15 Minutes
MSite Knowledgebase Training Portal [1]	Available 24/7
Hardware	
Hardware Swap-Out Warranty Cover [3,5,6]	✓
On-Site Target resolution for P2 Issues [2,3]	Within 24 Hours [4]
On-Site Target resolution for P3 Issues [2,3]	Within 3 Days [4]
On-Site Target resolution for P4 Issues [2,3]	Within 10 Days [4]
On Site Spares Holding [7]	By Prior Agreement
Planned Preventative Maintenance	✓ - Projects Over 52 weeks or by Prior Agreement
Software	
Target Resolution for P1 Issues	Within 4 Hours [4]
Target Resolution for P2 Issues	Within 24 Hours [4]
Target Resolution for P3 Issues	Resolved in Planned Maintenance Schedule or agreed release plan
Target Resolution for P4 Issues	Resolved in Planned Maintenance Schedule
Software Configuration - Change Request	Within 10 Days (unless agreed as part of deployment plan)
SaaS Uptime Availability	As per SaaS Terms and Conditions
Subscribed Software Upgrades & Enhancements	✓
System Performance Monitoring	✓ (with KPI Reporting) [7]
Data Retention Post Project Completion	To be Specified by Customer
Access to Data via MSite Software Post Project Completion	12 months
Data Retrieval Request Post Data Archive (<24 months)	Free of Charge

1. Additional training sessions can be purchased at a rate of £600 / day (on-site) and £350 / day (via Teams).

2. Subject to geographical limitations within UK Mainland – 150 miles from the nearest MSite support depot/engineer location.

3. Call Out Charges of £400 / day apply in the following circumstances:
    a) Fault not Found with MSite equipment following on-site investigation (Purchase or Rental contracts)
    b) Any hardware updates performed outside of the warranty period where call out support provision not in place (Purchase contracts only).

4. Purchases: Unless specified all new purchased hardware includes a 12 months warranty with on-site swap-out & 'Like for Like' replacement. Damage by misuse or vandalism excluded. Any hardware replacement performed by MSite beyond any warranty period will be charged at the prevailing price.

5. Rentals: Hardware replacement provided throughout the duration of the rental in the event of a failure with on-site swap-out & 'Like for Like' replacement. Damage by misuse or vandalism excluded and hardware replacement performed by MSite in such cases will be charged at the prevailing price.

6. MSite can provision additional purchase hardware items on site to reduce lead times in the event of hardware failures.

7. KPI reporting provided for customers signed up to a framework agreement with MSite or where agreed.

Issue Priority Matrix

The resolution timescale of a support ticket or request will be determined based on the following matrix which considers the Severity of the problem (whether it is impacting all sites or just individual users) and the Impact of the problem (what functionality is not available as a result of the problem including whether there is a workaround).

	High Severity (All Sites Impacted)	Medium Severity (Single Site Impacted)	Low Severity (Single User Impacted)
High Impact	Priority 1 Emergency	Priority 2 Critical	Priority 3 Normal
Medium Impact	Priority 2 Critical	Priority 3 Normal	Priority 4 Low
Low Impact	Priority 3 Normal	Priority 4 Low	Priority 5 Planned Maintenance

Target Service Level Matrix

	Software Resolution	Hardware Resolution
Priority 1 Emergency	Target Resolution within: 4 hours	N/A
Priority 2 Critical	Target Resolution within: 24 hours	24 hours
Priority 3 Normal	Scheduled into Planned Maintenance / Agreed Release Plan	3 days
Priority 4 Low	Scheduled into Planned Maintenance	10 days
Priority 5 Planned	Scheduled into Planned Maintenance	N/A

Issue Impact Matrix (example issues)

The Service Desk will conduct an initial triage and impact assessment to determine priority.

	Software	Hardware
High Impact	System Failure preventing: • Access to MSite cloud (excluding connectivity) • Access to Critical Reports (Roll Call) • H&S Reporting (Accreditation/First Aid) • Dashboards (Live Data) not available	Hardware Failure: • Turnstile / POD (in single access site) • Biometric Device (in a single access / unit site) where workaround is not possible
Medium Impact	System Failure preventing: • Creation of Contractor • Creation of a Worker • Cannot create Users • Cannot access Apps (Supervisor/WFA) • Biometric Enrolment Capability • API access	Hardware Failure of: • Single access point failure (of multiple) • Failure of a singular Biometric Device (of multiple) • Intermittent Access Issues (APB) • Enrolment Station or High Impact Hardware Failure with agreed workaround in place.
Low Impact	• Other failure or issue with software feature within module. • Site-Level Login / Access issue • Performance issues with software access	Hardware Failure of: • Peripherals (card printers) • BYOD • other Hardware Failures or Medium Impact Hardware Failure with agreed workaround in place.

Note: where possible the Service Desk will advise sites to implement workarounds to reduce the impact level of a particular problem. This will include recommending the use of Apps (both the Workforce and Supervisor App) which will enable the on-going tracking of access to site. It is requested that sites cooperate with the Service Desk to implement such recommendations to help expedite any resolution.

Hours of Operation / Contact Options

	via Telephone	via Email	via MSite
Hours	07:00 – 17:30	24 hours	24 hours
Days	Monday – Friday *excluding public holidays (PH)	Monday - Sunday	Monday - Sunday
Acknowledgement	15 minutes within business hours (07:00 – 17:30 M-F excl PH)	15 minutes within business hours (07:00 – 17:30 M-F excl PH)	15 minutes within business hours (07:00 – 17:30 M-F excl PH)
Response	Direct access to Service Desk Analyst for ticket logging and Technical Support	1 hour	1 hour

Contact Details	
Email	support@msite.com
Telephone	0151 230 5593 or via switchboard 0333 456 2001
Escalation Contact	Pete Tipney (Head of Operations)

Software Release

Prior notification for any software release will provided via the MSitecloud.com info banner. In addition, release notes will be provided for all major releases and also made available via the MSitecloud.com platform.

Hardware Returns

Where a hardware return is required by site (whether purchase or rental), an RMA procedure will be initiated by the Service Desk to ensure a swift response and return process. All returned items must be appropriately packaged to avoid damage, with RMA reference number clearly highlighted. Any damage caused by the inappropriate packaging of returns to MSite may be subject to additional charges.

Purchase Items – Post-Warranty Process

In the event of hardware failure outside of warranty period which is not repairable by an on-site engineer, a quotation will be provided to cover the additional charges for spares replacement or complete replacement unit based on the issue diagnosis by the engineer. A purchase order must be provided prior to any works being completed. Note these replacement units could be made available from refurbished stock in order to provide a like-for-like replacement.

Key Performance Indicators / Service Credit

The KPIs that MSite shall adhere to in performance of its obligations as part of this Service Level Agreement, make available for reporting on an agreed basis and against which the Service Credits can be calculated for the purposes of and in accordance with the methodology are specified below.

KPI definition and measurement criterion:

#	KPI	Level	Definition	Measurement Criteria
1	Hardware Equipment Failures	Site	Repeated failure of the same hardware item over a period of time (defined as calendar quarterly) without permanent resolution OR extended downtime beyond standard SLA resolution.	Criteria is only applied to Rental Equipment either where there are 3 outages of the same equipment per measurement period OR individual hardware item resolution is not completed within 5 business days beyond published service level (unless with agreement by both parties or caused by fault outside of MSite).

KPI performance levels and KPI credits:

KPI	KPI Credit (outside Tolerance)	Target	Tolerance	KPI Targets		
				Green	Amber	Red
Hardware Equipment Uptime	100% of the per-week cost covering the periods of downtime within the measurement period	100%	0%	100%	N/A	<100%