



DAYTA

sage

Business
Partner

Service Level Agreement – Sage Customers

Introduction

This Service Level Agreement sets out the scope, method of delivery and service levels for technical support services to be provided by us, Dayta Designs Ltd of Riverside House, 44 Wedgewood Street, Fairford Leys, Aylesbury, Bucks, HP19 7HL, in connection with your contractual use of our software and any Sage product(s) used with our software ('Sage Products').

NOTE: With respect to Sage 200, we include an element of 'bug fixing' in our support but we rely on having access to Sage technical support which is conditional upon you having a current Sage 200 Services contract. If this has not been maintained or renewed we may not be able to assist with software related issues that arise with the installed system.

Scope of Services

Support to be provided under this Agreement consists of the following:

- **Investigation into/resolution of faults/bugs in any bespoke developed functionality**
- **Investigation into/resolution of issues with core system & configuration** – such as items relating to system parameters and user/security configuration.
- **Minor Sage software upgrades/patches** – those which do not involve significant changes to the underlying data structure or significant redevelopment of core product features

Exclusions

The following services will be subject to additional charges, for which we will be pleased to quote as required:

- **Additional functionality or extensions to the existing Sage features**
- **Major Sage software upgrades/patches** – those which involve significant changes to the underlying data structure or significant redevelopment of core product features
- **User training** – where we would reasonably expect users to have a working knowledge of Sage.
- **Issues caused by client activity** - where an issue arises due to changes made by the client, (or another third party), to server configuration, installed software, updates and service packs, unless we have approved the activity beforehand.
- **System recovery** – where damage caused by virus's, hacking etc. has effected the Sage software



Support Logging

Support issues must be logged with us either via telephone (preferred) or by email to support@dayta.co.uk. We will respond in a manner that is most appropriate to the severity of the issue raised. We cannot guarantee a response if issues are logged in any other way.

The support desk is available between 9:00 and 17:00 Monday to Friday, excluding bank holidays and the shut-down period between Christmas and New Year.

When logging issues the following information should be provided as a minimum:

- The date and time the issue or problem occurred.
- The details of the problem. This may include the following:
 - Steps required to replicate the issue
 - Number of users /machines affected
 - Impact of the issue on productivity
 - Area of the software affected

Response Times

We will attempt to respond to any support issue in a timely manner based on the seriousness of the issue, as defined by the following table. All response times are indicative only, in respect of which no warranty or guarantee is given.

Please note that the response time is calculated from the point at which we have all information necessary to allow us to understand and investigate the issue. Due to the wide variation in complexity of the issues raised it is not possible for us to provide generic resolution times. However, we commit to informing you of expected resolution times for each individual case once the initial investigation has been completed.

Priority	Examples of Criteria	Initial Response
Critical	<ol style="list-style-type: none">1. System completely unavailable2. All users unable to access system.	1 business hour
High	<ol style="list-style-type: none">1. Core functionality unavailable2. Fix required for known deadline3. Large number of users unable to access system	2 business hours
Medium	<ol style="list-style-type: none">1. Peripheral functionality unavailable2. Small number or single user unable to access system3. New users required4. Configuration amendments required	4 business hours
Low	<ol style="list-style-type: none">1. "How Do I?" type question	1 business day



Method of Support

Support issues will normally be responded to by email or telephone.

Should the support agent be unable to resolve a query by these methods, a remote log-on or other action may be requested. This should be made available with full administrator rights and it is your responsibility to ensure that such access can be achieved through the firewall or other security system, either as an attended or unattended session.

Whilst we will treat all information shared between us as confidential, it may be necessary for us to investigate individual records which might display personal information. It is therefore your responsibility to ensure that any such access is compliant with your data protection procedures.

Your Responsibilities

Where Sage is deployed on your own servers you will maintain effective backups of the software and other systems in accordance with good business practice.

Exclusions

Sage software that is no longer offered for sale or license by Sage plc ("Obsolete Items") will be supported only with our prior written agreement and, where agreed, on a reasonable efforts basis only. We may exclude Obsolete Items from the scope of support if, at any time, we determine that such support is no longer practicable from our perspective.

Support of any third-party software used in conjunction with the Sage system, (including but not limited to Microsoft Office), is not included in this agreement. It is your responsibility to ensure that third-party applications are compatible with your Sage Products.

SUPPORT SCHEDULE



Client Details

Name	Manor Learning Trust
Address	Mountbatten Way, Raunds, Wellingborough, Northants, NN9 6PA
Main Contact	David Phillips
Contact Tel	01933 627071
Admin Contact Email	david.phillips@manorschool.northants.sch.uk
Billing Contact Email	

Service Summary

Service	Support of Sage 50 Academy Solution
Start Date	TBC
Term	12 months
Fee	£3,950.00
Payment Frequency	Annually
Payment Method	BACS or Cheque
Number of Users Covered	20
Description of system	Sage 50 Accounts Professional Software with Dayta Academy Add-on.

Signature Required

Date:	_____
Signed by	_____
Client:	_____
Position:	_____