

SimpleAgri Support Service Level Agreement



Simple Agricultural Management

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1. Agreement Overview

This agreement represents a Service Level Agreement (SLA) between Grupo JAD and **Company Name** for the provisioning of IT service required to support and sustain the functional and technical service of Simple Agri's web platform and mobile application. Grupo JAD won't provide support service to direct clients of the platform of projects that have been implemented together by both companies: Grupo JAD and **Company Name**.

This agreement outlines the parameters of all IT services covered as they are mutually understood by both companies –Grupo JAD and **Company Name** -. This agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals and Objectives

The purpose of this agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the customer(s) (**Company Name**) by the service provider (Grupo JAD).

The goal of this agreement is to obtain mutual agreement for IT service provision between the service provider (Grupo JAD) and Customer (**Company Name**).

The objectives of this agreement are to:

- Provide clear roles and responsibilities
- Present clear, concise and measurable description of service provision to the customer (**Company Name**)

3. Stakeholders

The following service provider (Grupo JAD) and customer (**Company Name**) will be used as the basis of the agreement and represents the primary stakeholders associated with this SLA:

- **IT SERVICE PROVIDER: Grupo JAD**
- **IT CUSTOMER: **Company Name****

4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** (Grupo JAD) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual

agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

- **Business Relationship Manager:** *Grupo JAD*
- **Review Period:** 6 months

5. Service Agreement

The following detailed service parameters are responsibility of Grupo JAD in the ongoing support of this agreement.

5.1 Service Scope

The following service are covered by this agreement:

- Monitored e-mail support (Ticket system)
- Remote assistance using remote Desktop and virtual network where available
- Manned telephone support (Only when necessary)
- Planned or emergency onsite assistance (Extra cost apply)

5.2 **Company Name** Requirements

Customers responsibilities in support of this agreement include:

- Payment for all support costs at the agreed interval (Onsite assistance)
- Reasonable availability of customer's representatives when resolving a service related incident or request.

5.3 Grupo JAD's Requirements

Service provider responsibilities in support of this agreement include:

- Meeting response times associated with service related incidents

- Appropriate notification to customer for all schedule maintenance

5.4 Service Assumptions

Assumptions related to in scope services and/or components include:

- Changes to service will be communicates and document to Grupo JAD and **Company Name**

6. Service Management

The following sections provide relevant details on service availability, monitoring of in-scope services and related components:

- **Levels of Support-** Four levels of support will be managed and categorized by the consultant who receives the e-mail support or ticket.
 1. **Low** – Low priority. These type of cases don't affect key process or procedures of the company.
 2. **Medium-** Medium priority. These type of cases begging to affect key process or procedures of the company and there are functional issues found on the platform or mobile app.
 3. **High-** High severity. These type of cases affect key process or procedures of the company and can bring consequences. Functional and technical issues are found on the platform or mobile app. These cases are treated immediately. If the issue requires more time to be solved than the one stipulated on this document no penalty will be applied.
 4. **Very High-** Very High priority-These type of cases affect key process or procedures of the company and bring big consequences for the business.

E-mail support or tickets will be received by a functional consultant and each case will have a minimum time of respond and a maximum time of processing.

The functional consultant will have the responsibility to classify or categorize the level of support of the ticket as well as to send it to the area in charge of solving the issue (Developers area), who will be responsible for giving a solution to the case and closing the ticket.

7. Service Availability

| Support Level | Working Hours | Service Availability |
|---------------|---|----------------------|
| Low | 8:00 a.m.- 12:00 p.m. 2:00 p.m.- 6:00 p.m. | Monday to Friday |
| Medium | 8:00 a.m.- 12:00 p.m. 2:00 p.m.- 6:00 p.m. | Monday to Friday |
| High | 8:00 a.m.- 12:00 p.m. 2:00 p.m.- 6:00 p.m. | Monday to Friday |
| Very High | 8:00 a.m. -12:00 a.m. | Monday to Sunday |

In support of services outlined in this agreement, the service provider will respond the service related incidents and/or request submitted by the customer within the following time frames:

| Support Level | Response Time (Max.) | Processing Time (Max.) |
|---------------|--------------------------|------------------------|
| 1 = Very High | 1 hour (business hours) | 1 working day |
| 2 = High | 4 hour (business hours) | 2 working days |
| 3 = Medium | 8 hour (business hours) | 4 working days |
| 4 = Low | 16 hour (business hours) | 8 working days |

8. Restrictions

- Issues categorized as very high could take more than a working day to be solved when an immediate solution is no viable to be given from the developer's area due to the complexity of the issue presented. No penalties, charges or offset will be applicable against for Grupo JAD with regards to these types of issues.
- Functional issues will only be answered to the official in charge of the help desk
- Support service doesn't include cases related with hardware defects, or other causes outside the control of Grupo JAD.

9. Complaints

Complaints made by the client can be made due to:

- Issues haven't been solved on the agreed time.
- There is no satisfaction on the answered given on the case or issue.