Engage Service Level Agreement

This page will detail our Engage Service Level Agreement.

Engage Solutions Group Client SLA
ESG provides a Service Desk where customers can log issues and queries. This is web-based and can be accessed 24x7x365.

Engage Solutions Group standard service desk responses are during the hours of 9 am – 5:30 pm GMT from our UK based team. *- Observed holidays: All UK Public Holidays.*

Note - Service & support requests will be automatically closed in 1 week of inactivity from a customer/client.

- SLA timer will enter a paused state once a resolution has been found and is waiting on a release.

Priority 1 - Critical
An error or other emergency condition that causes the Cloud Services to cease operating, which is classified as Critical.

- An incident that has a major adverse impact on Client's operations, customers, or authorised users.

- A critical business function or process within the System is not working or causing loss or disruption of Client's business revenue including billable time of fee earners;

- A lack of functionality or intermittent Incident which make the Services effectively unavailable, disabled or unusable;

An adverse impact on Client's ability to comply with applicable laws or the requirements of regulatory authorities.

*Target Response Time – within **1 business hour** of a Service Desk ticket being raised containing all required information.*
*Target Resolution Time – within **4 hours** of the initially raised ticket.*

Priority 2 - Urgent
Relating to platform performance & communication problems. An issue is classified as "Urgent

Function Failure" that renders key services inoperable and is also causing a serious/fundamental impact on business.

- An incident that has a major adverse impact on client's operations, customers, or a subset of authorised users.
- A function, process, or functionality that is causing instability and has the potential to develop into a major incident (P1).

- Critical functionality or network access interrupted resulting in performance degradation leading to an increase in time take by authorised users to complete the tasks in the system resulting in lost billable time.

***Target Response Time** – within **2 business hours** of a Service Desk ticket being raised.*
***Target Resolution Time** – within **1 business day** of the initial response.*

The resolution of Priority 2 issues may include the following interim remedies: Data Correction by Supplier, Technical Workaround, or Platform Correction.
Confirmation of next steps; data correction, technical workaround or linked ticket needed for a hotfix or next appropriate release

Data Correction – *Supplier will take all reasonable measures to correct data in the database to resolve the issue.*

Technical Workaround – *Supplier will provide the user with an alternate method to perform or accomplish the same task until the issue is resolved in the next appropriate release of the software system or complete the task on behalf of the user.*

Platform Correction – *Supplier will incorporate the Priority 2 issue in the next platform release contingent on the discovery, correction, and qualification before code cutoff date for the current release, otherwise, the correction will be scheduled for the next release.*

Emergency Escalation (Hotfix) – *If Data Correction and Technical Workaround do not provide a method for successful resolution of critical functions as defined above, Engage will perform an emergency repair as soon as it is reasonably possible.*

Priority 3 - Important

- Any incident affecting on-going service which is not deemed Priority 1 or Priority 2.
- Any incident affecting a single internal user.
- Any incident relating to non-production and associated services.

***Target Response Time** – within **1 business day** of a Service Desk ticket being raised.*
***Target Resolution Time** – within **3 business days** of the initial response.*

The resolution of Priority 3 issues may include the following interim remedies: Data Correction by Supplier, Technical Workaround, or Platform Correction.
Confirmation of next steps; data correction, technical workaround or linked ticket needed for a hotfix or next appropriate release

Data Correction – *Supplier will take all reasonable measures to correct data in the database* to *resolve the issue.*

Technical Workaround – *Supplier will provide the user with an alternate method to perform or accomplish the same task until the issue is resolved in the next appropriate release of the software system or complete the task on behalf of the user.*

Platform Correction – *Supplier will incorporate the Priority 3 issue in the next platform release contingent on the discovery, correction, and qualification before code cutoff date for the current release, otherwise, the correction will be scheduled for the next release.*

Emergency Escalation (Hotfix) – *If Data Correction and Technical Workaround do not provide a method for successful resolution of critical functions as defined above, Engage will perform an emergency repair as soon as it is reasonably possible.*

Priority 4 - Improvement
Any non-critical, remedial maintenance to the platform with content remaining accessible. This class of problem will be submitted for resolution in the next appropriate release of the platform.

Any request which does not warrant a higher Priority classification. For example:

An intermittent fault affecting a single internal authorised user where an acceptable workaround is available.

Target Response Time – Within **1 business day** of a Service Desk ticket being raised
Target Resolution Time – within **7 business days** of the initial response

The resolution of Priority 4 issues will occur by Technical Workaround or Platform Correction at the appropriate time as reasonably determined by the Supplier.

Technical Workaround – Supplier will provide the user with an alternate method to perform or accomplish the same task until the issue is resolved in the next appropriate release of the platform.

Platform Correction – Supplier will incorporate the Priority 4 issue in the software development cycle for repair at the appropriate time as reasonably determined by the Supplier.

The 'Priority' level will be defined by Engage Solutions Group upon receipt and validation of the ticket. The priority level will be determined by the perceived severity of the issue and the urgency at which a fix is required; the number of users and clients affected by the issue will also contribute towards the priority level assigned.

**Please note any issues caused by planned maintenance, releases or updates will not be subject to the above.*