



## ***SLA Functional Management***

## ***Service Level Agreement (SLA) for Functional Management***

### **7. Purpose:**

This SLA aims to guarantee the quality of the services Salure offers for the functional management of your AFAS setup.

This SLA applies to the functional management of the customer's AFAS environment, including answering customer queries via tickets and telephone.

### **8. Scope:**

Functional Management means that the customer can engage an administrator who will advise, support and share knowledge about the existing AFAS setup. If the customer has the wish to add new functionalities or renew the system, a consultant will be engaged and this SLA shall not apply.

### **9. Responsibilities:**

Functional Management will, as a service provider, be responsible for answering customer questions via tickets about the management and maintenance and possible optimisations of the customer's AFAS environment. Functional Management is not responsible for the content of the software nor for any mutations made by the users.

Customers are responsible for their own AFAS environment. They retain ownership and responsibility when collaborating and testing any changes in consultation with Functional Management. The customer is also responsible for preparing clear and complete tickets when submitting their questions. It is advisable to provide the tickets with a clear explanation, example or print screen concerning the question.

## **10. Service availability:**

Functional Management uses the Tickettool, which can be accessed via <https://klant.salure.nl/>. Through this tool, the client sends in a ticket, that should be as complete as possible, after which it is handled by Functional Management. Functional Management can be reached by phone between 09:00 - 17:00 for questions via 088 - 11 55 333.

## **11. Obligations:**

Functional Management will make every effort to resolve tickets within the specified resolution times. The client agrees that, after submitting a ticket, up to a maximum of 2 hours may be billed to handle the ticket.

If this time is exceeded, Functional Management will indicate this in time and will give an indication of the time required to complete the work. If the client wishes a time indication before the work is started, it should indicate this in the ticket.

Functional Management will prioritise incidents based on the impact on the user and the urgency of the solution. Customers are free to contact us if a ticket is of high priority and needs to be addressed urgently.

Functional Management will keep the customer informed of the progress of the resolution of a ticket, through the aforementioned Tickettool.

Functional Management will functionally test processed solutions before this is handed over to the customer. However, responsibility for the setup, the tracking of changes and the ownership of the environment remains with the client.

## **12. 6. Response time:**

The customer has the option to choose between three response times:

Gold

- 48-hour response time for regular support, so no small set-up;
- There are additional costs associated with this, please enquire with your account manager.

Silver

- 72-hour response time for regular support, so no small set-up;

- There are additional costs associated with this, please enquire with your account manager.

Bronze

- No additional response time;
- This is included in the price.

In case of a response time of 48 or 72 hours, Functional Management will post a response to the ticket. This will not always guarantee a complete solution, but does guarantee a priority treatment of a ticket.

In case of a response deadline that is based on availability, tickets will be processed on an entry basis, whereby tickets with a response deadline are given priority.

### **13. Subscription**

The customer has the option to choose a subscription for a number of hours per month:

- This means that a number of hours per month are available for the customer to purchase;
- The deployment of these hours is requested and handled via tickets. Functional Management deals with supply and demand, a timely indication of how and which hours are to be deployed ensures correct and timely deployment of hours;
- Should the customer not use the number of hours in the month in question, a maximum of 10% of this may be carried over to the following month;
- Invoicing is done on a quarterly basis.

### **14. Escalation procedure:**

If a customer is not satisfied with the handling of tickets, this can be indicated in the closure of the relevant ticket (good - mediocre). Escalation is also possible by contacting the team leader of Functional Management by phone. Functional Management will then try to determine the cause and take measures to improve performance.

### **15. Changes:**

We reserve the right to change this SLA, provided we notify customers of the changes in time.

## **16. Validity:**

This SLA is valid from the date of issue.

This SLA for Functional Management is intended to set out the obligations and expectations between Functional Management and the user. It is subject to periodic review and adjustment to meet changing user requirements.