



GATEWAY
c o m p u t i n g

Systems Support Service Level Agreement

DOCUMENT REVISION

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1	01/08/2010	Simon Pedrick Product & Operations Director
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CONFIDENTIALITY

This document is confidential to those individuals and organizations to whom it is supplied. This document must not be distributed to other organisations without the agreement of all parties.

1. THE OBJECTIVE

Gateway Computing strives to provide the highest possible level of support to our customers. Our stated objectives are:

1. To manage support issues in a professional and efficient manner and to always strive to be proactive
2. To be considerate of our customers in relation to the pressures they are under in performing their duties using systems that we support
3. To understand that IT support is primarily about resolving the business issue and that resolution of the technical issue is not necessarily the initial objective
4. To, wherever possible, avoid involving customers in lengthy or complex investigation but instead to use all resources at our disposal to complete investigations independently
5. To be flexible and reactive to change
6. To be aware of and to follow where required all policies and procedures mandated by our customers

2. DEFINITION OF SUPPORT SERVICES

Gateway Computing provide support services to our customers based on a "Customer Care Agreement" or "CCA". These agreements are offered at three levels:

2.1 BASIC

A reactive, labour only based support agreement that provides for unlimited remote systems support on any aspect of a customer's systems. 10% discount is offered on any time purchased, as part of the agreement, for non-support related activities such as on-site support, installation of new hardware/software or training.

2.2 PROFESSIONAL

A primarily reactive support agreement with proactive options that provides unlimited parts and labour, remotely and on-site, on the aspects of a customer's systems listed in the schedules that form part of the agreement. 15% discount is offered on any time purchased, as part of the agreement, for non-support related activities such as installation of new hardware/software or training.

2.3 PREMIUM

A full reactive and proactive support agreement that provides unlimited parts and labour, remotely and on-site, on the aspects of a customer's systems listed in the schedules that form part of the agreement. In addition it provides access to Gateway's automated server based error reporting software, twice annual preventative maintenance visits and a 20% discount on all additional time purchased as part of the agreement, for non-support related activities such as installation of new hardware/software or training.

All agreements are subject to terms and conditions that form part of the agreement and should be considered in combination with this SLA.

3. ISSUE MANAGEMENT

3.1 THE HELP DESK

Gateway's help desk is operated by the Professional Service department and is open from 8:30 – 5:30 Monday to Friday excluding bank holidays unless otherwise by specific agreement. It is available to all contracted customers.

The help desk is structured with 1st and 2nd line functions, both of which are fully manned by Professional Services Engineers.

There are no call queuing systems, automated answering services or call logging systems manned by untrained staff, other than in the event of a overflowing due to all engineers being on the telephone, in which case it will be answered by another member of staff and a message to return the call immediately sent to the help desk.

3.2 CALL LOGGING

Support calls can be submitted by:

1. Telephone, using the ex-directory support number
2. Email to support@gateway.co.uk
3. For WinDIP Enterprise customers, via the WinDIP Partner web site at www.eservices.gateway.co.uk

All calls are logged and tracked within our call logging systems. All actions are recorded against calls.

Fig 1 describes the call logging and actioning process.

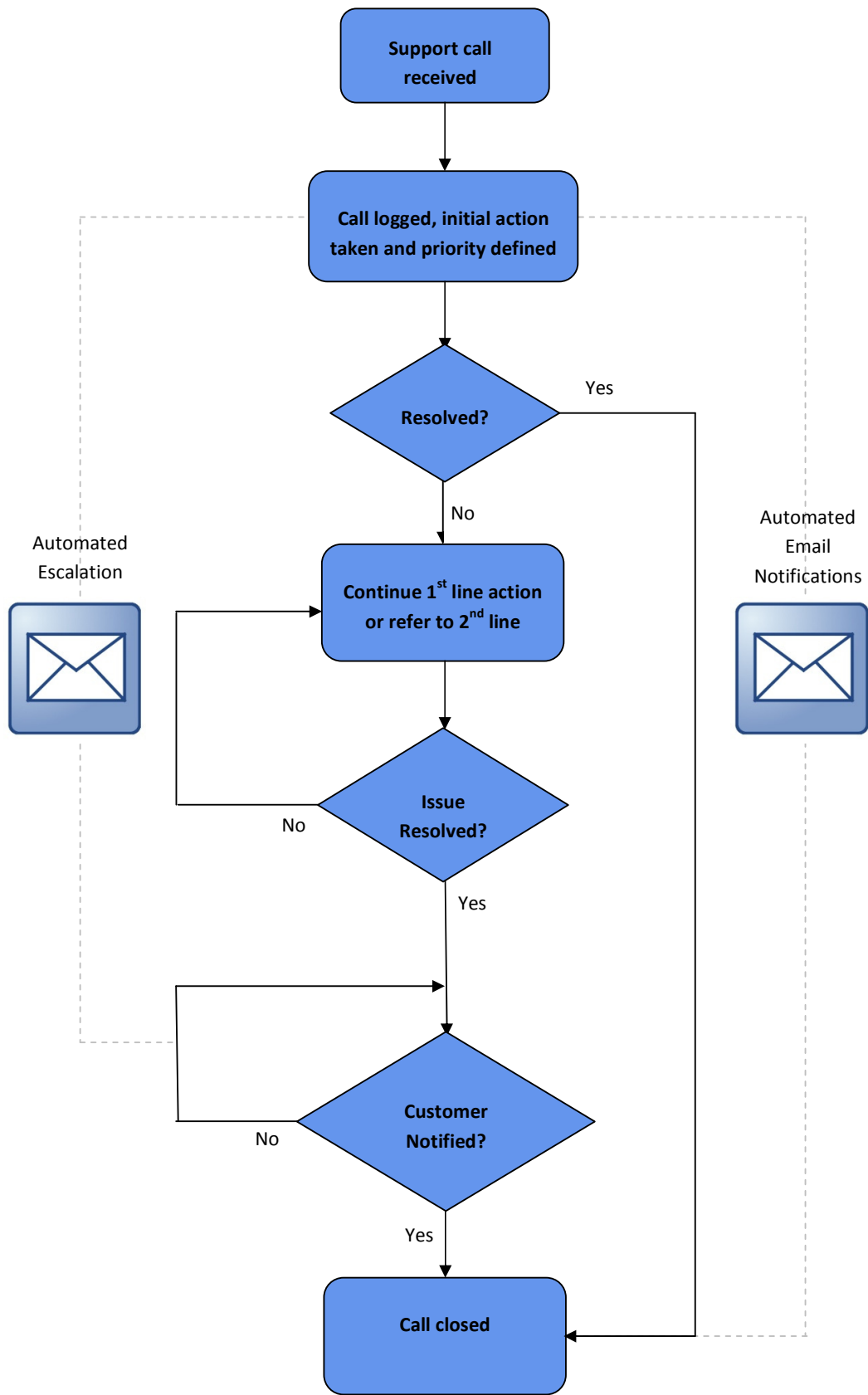


Fig 1: Support Call Logging and Actioning Process



4. RESPONSE AND TARGET FIX TIMES

As noted previously, Gateway Computing do not operate call queuing systems, automated answering services or call logging systems manned by untrained staff, other than in the event of a overflowing due to all engineers being on the telephone. As this is the case response times for calls logged via telephone can be guaranteed to be less the one hour. Target response time for calls logged via email is also one hour.

In responding to calls Gateway Computing will ensure that they action support calls within the targets shown in Fig 2.

Priority Description	Target Fix Time
System Down	1 hour
Significant issue preventing effective use of the system by all users	2 hours
Significant issue preventing effective use of the system for a minority of users	8 hours
General query	8 hours

Fig 2

On-site response times for hardware related calls are 4 hours, 8 hours or remote swap out dependent on the definition applied to specific items on the contract schedule.

Gateway Computing do not publish guaranteed fix times.

5. ALERTS & ESCALATION

Automated Alerts are generated by the following events:

- Call Logged - Sent to the Gateway account manager, the caller and the nominated primary customer contact(s)
- Call Actioned - Sent to the Gateway account manager and the caller
- Call Closed - Sent to the Gateway account manager and the caller and the nominated primary customer contact(s)

Automated escalation email Alerts are generated by the following events:

- Call unactioned for ½ hour past the next action date/time and then in ½ hourly intervals - Sent to all Professional Services staff
- Call unactioned for 4 hours past the next action date/time - Sent to a Director and then escalated from the technical director to the nominated customer primary contact(s) as necessary

6. KEY PERFORMANCE INDICATORS

In providing the support service Gateway measure the service against the targets shown in Fig 3.

Activity	Target	Method of Measurement
New call response	< 1hour for all calls	Calls logged by telephone have an immediate response other than when overflow occurs * ¹ . Overflow calls, calls logged via email or calls logged via the web are monitored and reported upon in relation to the time between receipt and the call being logged within the Service Management system
Call open time	< 2 working days	Statistical call reporting available via the Service Management system, reportable for any period
Maximum Calls Open at the end of a working day	15 Calls* ²	Statistical call reporting available via the Service Management system, reportable for any period

Fig 3

*¹ An overflow call is defined as a call that has been answered by a member of Gateway staff other than a Professional Services Engineer due to all engineers being engaged

*² Calls actionable by Gateway's help desk as opposed to by third parties

7. SERVICE REVIEW

7.1 MEETINGS

The Gateway account manager will arrange periodic service review meetings with the customer to discuss and review the service being provided including systems support. By prior agreement or at the request of the customer an analysis of the calls for the period can be produced and this can be reviewed against targets either at these meetings or on an ad-hoc basis.

7.2 REPORTING

Various reports are available to customers by ad-hoc request or as part of Service Review meetings. This include, but are not limited to, Support calls logged in a given period with associated KPI analysis and Gateway systems up time (across all systems).



8. CHANGE MANAGEMENT

8.1 GATEWAY'S SYSTEMS

As part of Gateway's support services, and in-line with ISO 20000-1, Gateway operate a full Change Management procedure. Any system changes required to live systems will fall into this process and require change management submission, review, authorisation and subsequent approval.

This process is designed to prevent down time to Gateway systems used in the support of our customers.

Fig 4 shows the change management process.

8.2 CUSTOMER SYSTEMS

As part of Gateway's support services, and in-line with ISO 20000-1, Gateway work within customer's Change Management procedures to make sure delivery of the systems support service adheres to customer procedures.

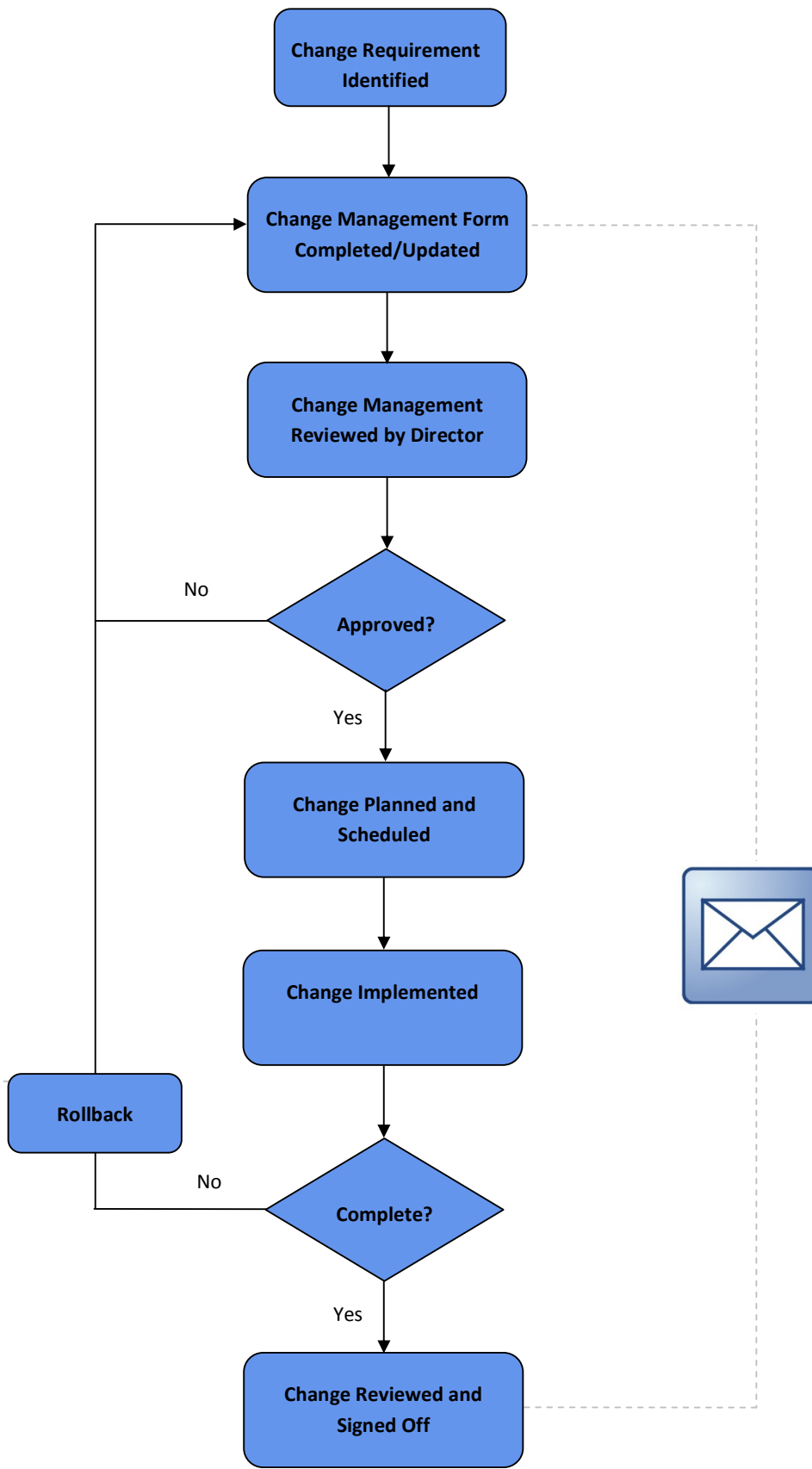


Fig 4: Change Management Process



9. OTHER INFORMATION

9.1 NAMED POINTS OF CONTACT

Product & Operations Director	Simon Pedrick	spedrick@gateway.co.uk
Managing Director	Scott Wilce	swilce@gateway.co.uk
Senior Professional Services Engineers	Adam Knight Henry Boyle Stuart Burrell	aknight@gateway.co.uk hboyle@gateway.co.uk sburrell@gateway.co.uk

9.2 STANDARDS

ISO 20000-1



ISO 20000-1:2005 defines the requirements for a service provider to deliver managed services. It promotes the adoption of an integrated process approach to effectively deliver managed services to meet customer requirements and to provide the levels of service that should be expected.

Gateway Computing are an ISO 20000-1:2005 certified organisation.

ISO 27001



ISO 27001:2005 specifies the requirements for establishing, implementing, operating, monitoring, reviewing, maintaining and improving a documented Information Security Management System. It is designed to ensure the selection of adequate and proportionate security controls that protect information assets and give confidence to all parties, meeting customer requirements and providing the levels of service that should be expected.

Gateway Computing are an ISO 27001:2005 certified organisation.