N2 Digital

Service Level Agreement

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Contacts

Below are the available contact methods for N2 Digital Media Support.

EMAIL | support@n2digitalmedia.com

TELEPHONE | 01992 44 99 50

Key Team Members

VICTORIA SAPSTEAD | Support Team Manager

CLAIRE BELL | Project Manager

Support

WHAT WE SUPPORT
As part of our standard SLA we will provide support on the following:
- Any content management solution (CMS) provided by us
- Any ecommerce platform provided by us
- Any bespoke application written by us
- our email marketing platform (N2 mailer)
- our SMS platform
- Any email problems relating to a fault with our server
- Any hosting problems relating to a fault with our server
- Updates/fixes/patches provided by us

WHAT WE DO NOT SUPPORT
The following fall outside of our standard SLA but can be provided with an enhanced SLA:
- Any website/application that has been developed by a 3rd party
- Any code that has been written by a 3rd party
- Any computer hardware
- Any mobile devices (this includes setting up email accounts)
- Any computer software not developed by N2

OUR SUPPORT METHODS
We offer the following support methods depending on the nature and severity of the issue:
- Telephone
- Email

SUPPORT AVAILABILITY
HOURS: 09:00 to 17:00 / Monday – Friday (excluding bank holidays)

Additional out-of-hours support can be provided with an enhanced SLA.
Details upon request.

How you can help us

Prior to logging a case with us please define if the issue is related to a problem with standard functionality, a request for new functionality or training.

BEFORE LOGGING A CALL
In advance of contacting the support team please ensure you have taken the following steps:

- prepare to advise us of all the details of your problem including error messages and browser versions, where possible capture the screen for us to see the errors more clearly
- Be prepared to provide details to enable us to replicate the problem
- Be prepared to provide relevant URL's, login information or IP addresses

What happens when you log a call with us

OUR TERMINOLOGY EXPLAINED

SEVERITY - An indication of the severity of the type of issues as agreed between the customer and support.

RESPONSE - The commencement of work on the case by a suitable support agent, acknowledged to the customer by a call back or email

WORK-AROUND - An interim solution to alleviate the effects of a problem without immediately fixing the cause.

RESOLUTION - The provision of advice, a development fix or service that resolved the logged issue

CLOSURE - Final closure of the case following agreement from the customer that the resolution has been successfully deployed – this will be confirmed via email or telephone.

RESPONSE TIMES AND PRE-REQUISITES

When calling the support line with an issue, we will ask for as much detail as possible to ensure we can fix the issue in the shortest period possible. When contacting support your case will be given a severity rating ranging from **Cosmetic, Minor, Major** or **Critical**. This will determine the service level target for resolving your case. All cases are logged and enter into an automatic escalation process as target times are approached or breached. All cases generate a unique number for ease of reference.

After you have logged a call

Once you have logged a call with N2 Digital Media the case will be entered into our tracking system. every case will receive a unique reference code. To confirm receipt of your request we will send an email which will look similar to the below:

*"We would like to acknowledge that we have received your request and a ticket has been created, your reference number is: **100000***

A support representative is now reviewing your ticket and will be in contact should we need any other information"

The team will now work on your case within the timeframes detailed below which are set depending on the severity level.

Where support is on an ad-hoc basis you will be advised of costs at each stage through the process.

Severity levels explained

SEVERITY	WHEN?	RESPONSE
⚠ CRITICAL	Serious impact on day-to-day business activities. no work around available. The business critical standard functionality of your website is not operational (For example a website or server is down)	1 Hour
⚠ MAJOR	potential impact on day-to-day business activities. no work around available. The business critical standard functionality is partially operational or causing user inconvenience (For example a page on the website is not showing)	4 Hour
⚠ MINOR	no impact to day to day business activities. Work around available. There are issues that do not cause any immediate impact to the day-to-day business activities	24 Hours
⚠ COSMETIC	General operational advice required. Cosmetic issues. Cosmetic/support issues that do not effect operations	48 Hours

HOURS OF COVER
09:00 to 17:00 / Monday – Friday

RESPONSE TIMES
N2 will respond within x hours (Denoted above) after sending the case number out to let the customer know they are scheduling or starting work.

EXCEPTIONS
These response times are not applicable where there are hardware related problems.
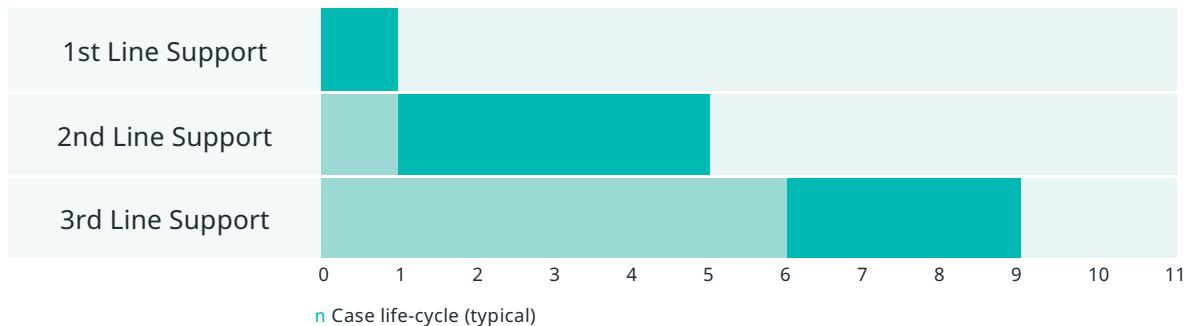
Response versus fix times

The response times indicated under each level of severity are times that we stipulate you will be contacted about the case / situation by a technician and do not represent a fix time.
Fix times can vary from case to case based upon many factors and the overall complexity of any given case / situation.

We will always, by best endeavor, look to solve or provide a satisfactory solution or conclude a case inside 10 working days.

This is not always possible and we have measures in place to flag these early enough to be able to escalate internally or access 3rd party resources/manufacturers depending on the nature of the case.

Escalation and case fix procedure

Below is our typical timescale for escalating or fixing cases. Each case is dealt with individually so early escalation may happen to ensure an early resolution where possible.

1st Line Support											
2nd Line Support											
3rd Line Support											
	0	1	2	3	4	5	6	7	8	9	10	11

n Case life-cycle (typical)

Day 1	This will be picked up and hopefully solved by 1st line support
Day 2-5	on day 2 this will be escalated to 2nd line support
Day 6-10	on day 6 this will be escalated to 3rd line support

ⓘ This is only a guide and any case that can be dealt with quicker will be. every day your case is open you should expect an update every 24 hours unless otherwise stated.

Feedback & complaints

We are always interested in receiving customer feedback. please refer any comments and feedback of your experiences to Victoria Sapstead (details below).

We hope that you never have cause to complain but we understand from time to time you may want to escalate your case or issue. In any of the above instances that you feel you need to talk to someone other than your support agent please follow the process below.

In the first instance of you wanting to escalate a complaint you are to contact:
Victoria Sapstead – Support Team Manager.

If at this stage, Victoria deems it necessary to escalate your issue, she will do so on your behalf.

EMAIL victoria.sapstead@n2digitalmedia.com

If you feel that you cannot speak with Victoria and would like to escalate the issue, please contact: Claire Bell, Project Manager who will help to understand, advise and resolve.

EMAIL claire.bell@n2digitalmedia.com

Support charges

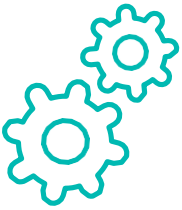**SUPPORT CONTRACTS - RECOMMENDED**
Support contracts will be agreed on or before go live and will be subject to a separate contract.

AD-HOC SUPPORT
All support related queries are charged at £75 per hour.
Subject to a minimum charge of £50.

TRAINING - PRICED UPON REQUEST
We offer both remote and on-site training. please contact us to discuss your requirements in detail.

Hosting, maintenance and server access

THE PLATFORM

We use a number of 3rd party hosting providers to host and serve all of our web applications.

These solutions both feature:

- Excellent worldwide connective
- Robust networking
- Tier-1 bandwidth
- Redundant connections
- 99.99% uptime and throughput

All datacenters are audited by certified internationally recognized compliance standards (SOC, ISO and PCI-DSS)

All our hosting is cloud based and allows us to be agile and provide exactly the right hosting infrastructure for each project/application.

The solutions are designed to:

- Deliver a secure environment
- Seamlessly scale
- Increase productivity
- Drive cost efficiency
- Provide durability
- Provide a robust backup solution

Backups and disaster recovery

BACKUPS

The website data is backed up on a daily basis between our 2 hosting platforms, this ensures we have a disaster recovery solution available in the event of one of the hosts experiencing long-term connectivity issues.

DISASTER RECOVERY

In the event of a complete failure the hardware will be fully replaced within 1 hour, the server will be reconfigured and the OS installed within 1 hour. The server will then be restored from the full daily backup. The timescale for this will depend upon the size of the backup. A server containing 20GB of data would take 1.5 hours to restore. (Based on working hours 9-5)