



Software • Training • Support

This Service Level Agreement (SLA) is between Alchemex (Pty) Ltd, Alchemex VAR's and Alchemex Customers.

ABOUT THIS SERVICE LEVEL AGREEMENT

This document is a Service Level Agreement (SLA) between Alchemex (Pty) Ltd. Support Desk and the VARS, customers of Alchemex using the Alchemex software. The purpose of this document is to outline the expected service needs.

Alchemex is a South African developed Excel integration and reporting solution. The product was developed in 2001 by a Durban company called Alchemex (Pty) Ltd. Alchemex has enjoyed steady growth over the last few years and the client base has now reached 6000 business sites.

SERVICES PROVIDED

The telephonic services that the support desk of Alchemex provides are:

- 1) Alchemex software support (errors, etc.)
- 2) Installation support. (Excl. New Installations)
- 3) Standard Template support.
- 4) Serialisation support.

These Services are not meant to replace responsibilities and support of VARS but in support of the Alchemex community the *Helpdesk undertakes to:*

- 1) Log EVERY call
- 2) Record the Alchemex error on every call

SERVICES NOT PROVIDED

Under the terms of this SLA, Alchemex (Pty) Ltd will not provide the following services to the customers and VAR's of Alchemex:

- Databases issues
Because Alchemex relies on certain database drivers and database files being in working order there may be times when Alchemex will return an error because these files have become corrupt, or because of non-standard database or configuration, or due to network or security issues. In such cases the user will



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have to contact their particular software vendor to resolve these database or network related issues. Where possible, the help desk will attempt to determine the Vendor responsible.

- Excel
Alchemex reports need Excel to be in working order.
- Excel Formulas
- Onsite Support
The SLA does not cover onsite support Report Writing

The writing of reports is not covered by the SLA in any way.

Such queries will be referred
- End user/VAR BIC Support
By agreement with Softline Alchemex is not allowed to support the BIC. All calls have to be redirected to Softline whether they are from a Pastel VAR or end user. Alchemex will only support the Pastel Help desk when they contact us for help and in this situation we will be seen as part of their support team and this SLA will not apply. To support the BIC directly is to go against the agreement with Pastel.

Any Services that should be provided by VARS

- Installations
- Report Writing
- Import/ Exporting of Reports

Other

- No Running of Support Desk Reports
- No Windows / OS Support
- Any Additional ad hoc Requests to be submitted via e-mail Requests will be prioritised and completed when Support Desk has spare capacity.



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SERVICES

SUPPORT DESK HOURS OF OPERATION

The Alchemex Support Desk is available on Monday to Thursday (SA Time) from 8:00 until 17:00 and Fridays from 8:00 until 16:00.

RESPONSE TIME

- 2 Working Hours after a call has been logged.
- Every day if the issue was not resolved, or if the issue had to be escalated.
- Calls referred to Vars' will be done by e-mail only to a designated person in the VAR organisation immediately after call has been logged and support person realises it needs to be referred.

SERVICE ACCESS

Alchemex Support Desk is accessible via phone and e-mail only:

Phone - Call 0861 102 302

E-mail - Send a message to support@alchemex.net

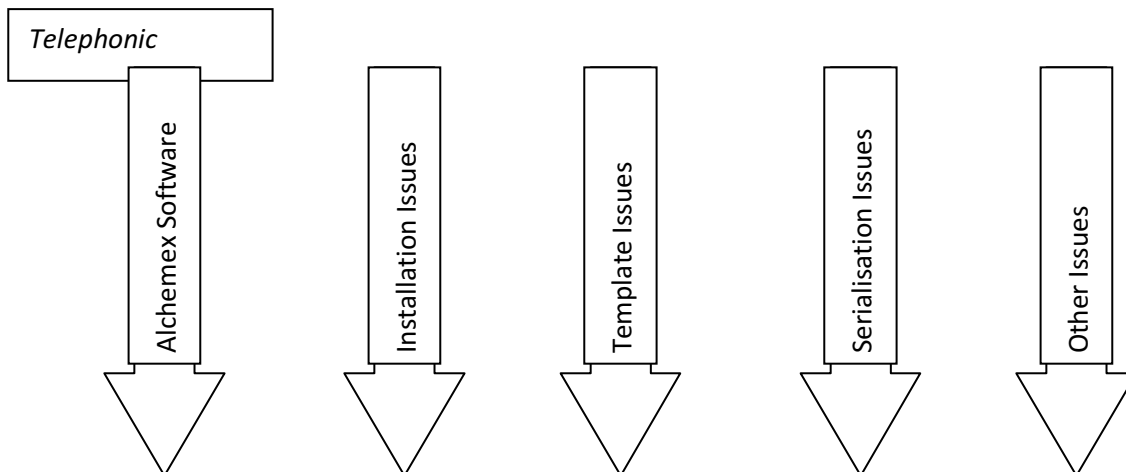
ESCALATION

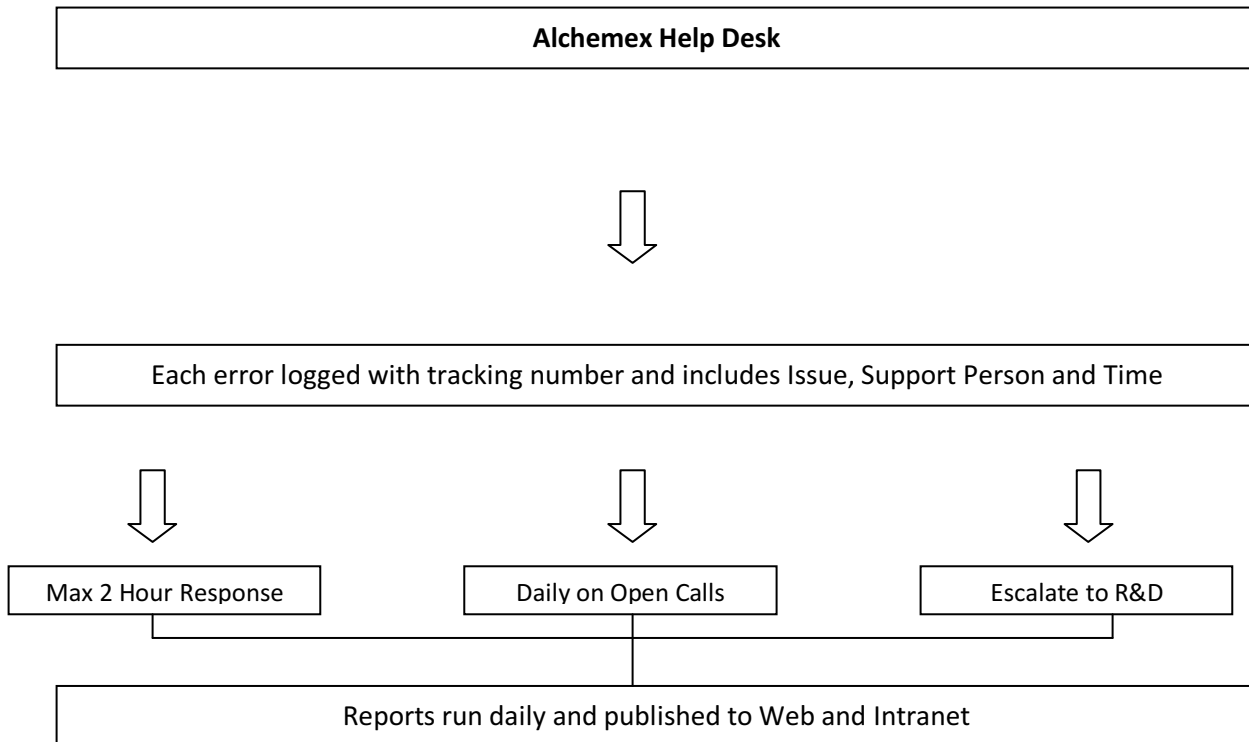
- 1) The Alchemex support desk will be the point of entry for any Alchemex related support issue.
- 2) If the support desk is not able to resolve the problem after it has performed all steps within their knowledge to resolve the problem, then the call will be escalated to the Alchemex developers.
- 3) Escalation will be from support desk to Development team.
- 4) The Development team will respond to the matter within 48 hours of receipt.
- 5) If an issue requires an onsite visit, this will be referred to the client's VAR to arrange an appointment. This callout is subject to the VAR's hourly rate, depending on whether the issue is user or site related or whether it is related to actual software bugs etc.
- 6) If report writing is needed, the call will be passed on to the client's VAR.

REPORTING

1. An OPEN CALL REPORT will be made available to the VAR contact daily.
2. If a call is open for more than 1 day, management will be made aware of the issue via the daily Open Call Report.
3. All reports will include Support Person name and Time of call
4. VARS to feedback information to Helpdesk so calls can be closed

Help Desk Operational Model





- Average Response time per logged call
- Open Calls (Including Time)
- Escalated Calls
- Issues Analysis