

## ABOUT THIS SERVICE LEVEL AGREEMENT

This document is a Service Level Agreement (SLA) between Alchemex (Pty) Ltd. Support Desk and the Value Added Resellers (VAR) and Customers of Alchemex using the Alchemex software. The purpose of this document is to outline the expected service needs.

## SERVICES PROVIDED

The services provided by the Alchemex Support Desk are as follows:

- Alchemex software support (errors, etc.)
- Installation support. (Excl. New Installations)
- Standard template support.
- Serialisation support.

The services provided by Alchemex are not meant to replace the responsibilities and support of the VARS.

## 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:

### 1. Databases Issues

Alchemex relies on certain database drivers and database files being in working order. Should Alchemex return an error because the files have become corrupt, as a result of a non-standard database or configuration, or due to network or security issues, the user will have to contact their particular software vendor to resolve these database or network related issues.

### 2. Excel and Excel Formulas

Alchemex reports need Excel to be in working order for the reports to run successfully. Any Excel related error will therefore need to be raised with the user's particular software vendor to resolve.

### 3. Customized Reports

No reports other than the standard locked reports that form part of the packaged solution or integrated product will be supported.

#### **4. Onsite Support**

No onsite support will be provided by Alchemex.

#### **5. Softline end user/VAR Support**

By agreement with Softline, Softline Support Desk is the first line of support for all Softline end users and VARs. Alchemex support will only be involved at a second line of support should Softline Support Desk require additional assistance. To support the end user or VAR directly is to go against the agreement with Softline.

#### **6. Any Services that should be provided by VARS**

- Installations
- Report Writing
- Import/ Exporting of Reports

#### **7. Other**

- Running of Support Desk Reports
- Windows / OS Support

## **SERVICE DETAILS**

### **Support Desk Operating Hours**

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.

### **Service Access**

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

Phone – Call: 0861 102 302(South Africa) or +27 (31) 266 9112 (International)

E-mail – Send a message to [support@alchemex.com](mailto:support@alchemex.com)

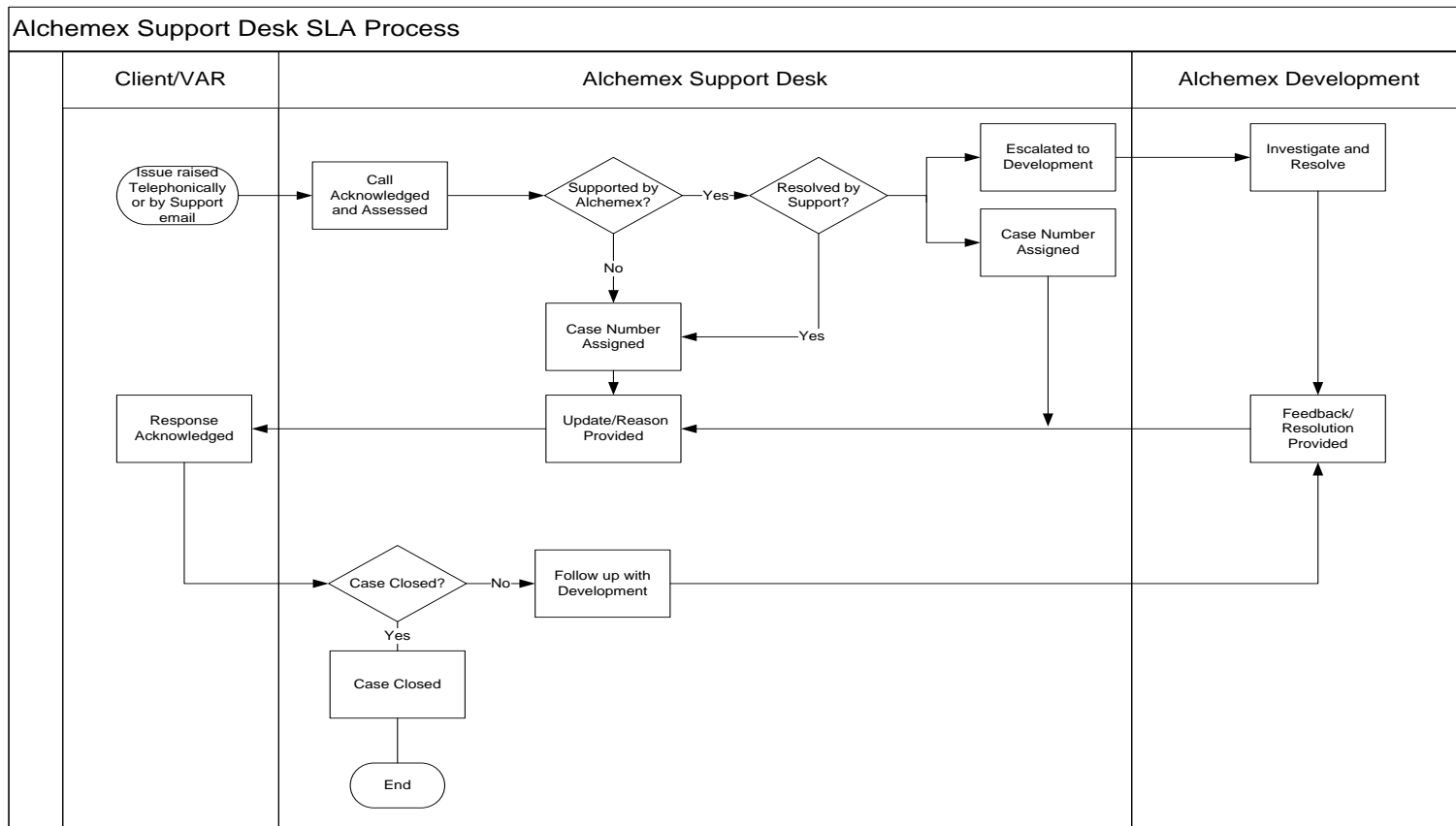


Figure 1: Alchemex Support Desk SLA Process

## **Alchemex Support Desk process**

1. The Alchemex Support Desk will be the point of entry for any Alchemex related support issue.

Items to be included when raising a Support issue:

- The detailed steps to recreate the issue accompanied with screenshots
  - The Operating system and version of Microsoft Office in use
  - If an issue is related to an Excel Report Template then the affected workbook must be attached to the issue
2. Every call will be logged and assign a unique case number within 2 hours of the call being raised.
  3. All activity and communication on the case will be recorded case against the assigned case number
  4. Should the call relate to an unsupported service the calls will be referred to the VARs' by e-mail immediately after the support person realises it needs to be referred.
  5. If the Support Desk is unable to resolve the problem after performing all steps within their knowledge to resolve the problem, then the call will be escalated to the Alchemex developers.
  6. An update will be provided every day if the issue was not resolved, or if the issue had to be escalated.
  7. On receiving the resolution the VAR/Customer is to acknowledge the resolution in order for the case to be closed by the Alchemex Support Desk