



Software • Training • Support

Date : 8 June 2009

This Service Level Agreement (SLA) is between Alchemex (Pty) Ltd and Alchemex Customers.

ABOUT THIS SERVICE LEVEL AGREEMENT

This document is a Service Level Agreement (SLA) between Alchemex (Pty) Ltd. Support Desk and Alchemex Customers using the Alchemex Academy. 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 six years ago 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 10,000 business sites.

SERVICE PROVIDED

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

- First point of call for Portal telephonic or email support
- The functional use of the Portal
 - Downloading files/certificate
 - Graphics not showing on the site
 - General functionality of how to do course
- Log each query under a specific category
 - Portal - Alchemex
 - Subcategory – Excel, Alchemex, Pastel BIC
- Alchemex software support

SERVICES NOT PROVIDED

Under the terms of this SLA, Alchemex (Pty) Ltd will not provide the following services to the customers.

- **Excel Support**
Excel Administrator
- **Admin related queries**
Admin Administrator
 - Password
 - Password does not work
 - Course has expired etc, etc
- **Video does not work**
Technical Administrator



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- **Links to not work**
Technical Administrator
- **Site is down**
Technical Administrator
- **Assignment Answers**
Admin Administrator
- **Payment queries**
Payment Administrator

ESCALATION TO THE RELEVANT ADMINISTRATOR

Where the query is not within the Helpdesk Service Provided, the query will be forwarded to the below Administrator.

Technical Administrator – Gael

Excel Administrator - Les

Admin Administrator – Gen

Payment Administrator – Hayley

Hosting Administrator – Aosis (Marlon)

Please note that if the Technical Administrator is not available (on leave), the Helpdesk is to contact the Hosting Administrator directly.

SERVICES

Support Desk Hours of Operation

The Alchemex Support Desk is available on Monday to Thursday (SA Tim) 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

Service Access

Alchemex support desk is accessible via phone and e-mail only.



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Phone – 0861 102 302

Email – siteadmin@alchemex.com

ESCALATION

- The Alchemex support desk will be the point of entry for any Alchemex related support issue
- 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 relevant Administrator
- The Administrator will respond to the matter within 48 hours of receipt
- The Administrator must respond to the client directly
- The Administrator must notify Helpdesk of the solution and time call closed

REPORTING

- An OPEN CALL REPORT will be made available internally
- If a call is open for more than 1 day, management will be made aware of the issue via the daily Open Call Report
- All reports will include Support Person name and time of call
- The Administrator must notify Helpdesk of the solution and time call closed