# SysAid®
# Customer Care SLA Guide

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**Introduction**

## Vision

By providing technical world-class support with professionalism and warmness and by exceeding their expectations for timeliness and accuracy, our Customer Care experience becomes the primary reason our customers continue to choose SysAid.

## Values

### Excellence or bust
Delivering a proactive and reliable service at the first point of contact
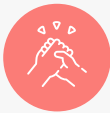
### Fiercely collaborative
Proactive support using a data-driven approach and tools

### Overcome obstacles
Analyzing the impact, identifying the root cause and supplying progressive solutions

### Show heart
Caring and promoting an empathetic approach to our customers

### Customer is our compass
Customer-Centric approach to suit our customers' needs.

## Scope

SysAid's Customer care is organized to remotely assist customers with specific incidents and requests, the support is limited to the SysAid product and to customers with active maintenance contracts.

**Support Levels**

| Agreement | Bronze | Silver | Gold | Gold VIP |
|---|---|---|---|---|
| Support Hours | 24x7 | 24x7 | 24x7 | 24x7 |
| Cloud availability Response Time | Within 30 Min. | Within 30 Min. | Within 30 Min. | Within 30 Min. |
| Response time on Priority 1 Incidents | Within 2 Hours | Within 1 Hour | Within 30 Min. | Within 30 Min. |
| Response time on Priority 2 Incidents | Within 3 Hours | Within 2 Hour | Within 1 Hour | Within 1 Hour |
| Response time on Priority 3 Incidents | Within 5 Hours | Within 3 Hours | Within 2 Hours | Within 2 Hours |
| Response time on Requests | Within 7 Hours | Within 5 Hours | Within 3 Hours | Within 3 Hours |
| Resolution time | Best Effort | Best Effort | Best Effort | Within 3 days |
| Phone Support | - | - | x | x |
| Panic Alert | - | - | x | x |
| Email Support | - | x | x | x |
| Chat Support | x | x | x | x |
| Customer Portal Support | x | x | x | x |
| Access to Knowledge Base Articles | x | x | x | x |
| Hot Fixes and upgrades | x | x | x | x |
| Community Membership | x | x | x | x |

**Support Levels**

- Response time - is defined as the amount of time between when you first create a service request (on all communication channels) and when we actually respond (automated responses don't count). Our commitment refers to 97% of all incidents and requests.

- Resolution time - is defined as the amount of time between when you first create a service request and when we receive a resolution confirmation. Our commitment refers to 95% of all incidents and requests

- Hotfixes and upgrades -
  1. Cloud customers receive up to **24** upgrades throughout a calendar year and hot fixes as needed.
  2. On-premises customers receive up to **6** upgrades throughout a calendar year.

**Priority Definitions**

The following priority definitions are relevant to all tiers of support:

- Priority 1 - Interruption makes a critical functionality inaccessible, or complete network interruption, causing a severe impact on service availability. Examples include server down and severe performance issues.

- Priority 2 - Critical functionality or network access interrupted, degraded or unusable, having a severe impact on service availability. Examples include: SysAid Cloud is accessible but very slow to respond.

- Priority 3 - Anything that is not a P1 or P2; examples include: issues related to reports and monitoring not reporting correctly.

- Requests - A request is a user request for information or advice, A great example of a standard request is a password reset

**Service Level Agreements**

## 🔴 Gold / Gold VIP

**Operating times**: The Technical Support team is available 24/7, 365 days a year.

**Online Customer Hub:**
- Product Documentation and Guides
- Video Tutorials
- Latest release notes
- SysAid Community (more info)
- Submitting tickets through the Customer Portal

**Panic Alert:** Gold VIP Customers are entitled to use a dedicated email address for use in time of an urgent priority 1 incident. The email will alert the SysAid support teams that are committed to immediate response 24/7.

**Email Support**: Continual Email support is available 24/7, 365 days a year

**Chat Support**: Live chat support is available 24 hours (more info)

**Telephone Support:** Customers are advised to use telephone support for all Priority 1 incidents. Available 24/7 (more info).

## 🔶 Silver

**Operating times**: The Technical Support team is available 24/7, 365 days a year.

**Online Customer Hub:**
- Product Documentation and Guides
- Video Tutorials
- Latest release notes
- SysAid Community (more info)
- Submitting tickets through the Customer Portal

**Email Support**: Continual Email support is available 24/7, 365 days a year

**Chat Support**: Live chat support is available 24 hours (more info)

## 🔶 Bronze

**Operating times**: The Technical Support team is available 24/7, 365 days a year.

**Online Customer Hub:**
- Product Documentation and Guides
- Video Tutorials
- Latest release notes
- SysAid Community (more info)
- Submitting tickets through the Customer Portal

**Chat Support**: Live chat support is available 24 hours (more info)

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Service Level Agreements

**Cloud Uptime Commitment**

**Service Availability Commitment:** We will use our commercially reasonable efforts to make Application Services available for use by you at least 99.9% of the time (annaly), exclusive of Scheduled Downtime.

**View SysAid Cloud Statistics**: Our SysAid Cloud status and uptime is always available and can be found here.

**Scheduled Maintenance**:  In most cases, maintenance has limited or no impact on the availability and functionality of the application services. Unless otherwise arranged, these are our standard maintenance windows for customer Production and Sandbox environments:

Every Sunday 7:00 AM - 12:00 PM GMT

**Emergency Maintenance:** We may perform unscheduled emergency maintenance at any time. If we expect unscheduled emergency maintenance to negatively affect the availability or functionality of the Application Services, we will use professionally reasonable efforts to provide advance notice.

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**Services Not Included**

Some services are not provided as part of our support services and may require a separate work order. Examples include:

- Data migration requests.
- Requests for integration with 3rd party capabilities & services.
- Usage of the application services not consistent with the intended functionality of the application.
- Assistance understanding data relationships as presented in the advanced database guide.
- Issues arising with products hosted by a third party
- Issues are known by us not to be related to the application service itself.
- Any data or file restoration that requires accessing backup databases or file systems will be evaluated on a case-by-case basis.

**Feature Requests**

SysAid already has a vast range of capabilities and features, and yet this doesn't mean we are going to rest on our feet. Our R&D teams are working continuously to improve and invest in our current offering that will deliver the most value for you, our customer.

It is important for us to build what you need and therefore we encourage sharing feedback with us. When you encounter a feature you would like us to improve, or create we want to hear about IT!

1. Open a ticket or start a chat with support.

2. We will work with you to further understand your needs and if there might already be other available solutions.

3. Once confirmed it's not an existing capability we will deepen the conversation to verify the business needs with you.

4. After verification we will continue discovery with more customers and internal teams to ensure the solution suggested will embody best practices.

5. As demand for this feature request matures and grows with feedback by other customers, the feature request will be prioritized, taking into account: your needs, SysAid findings on applicability to other customers, and other prioritized work in the development queue.

6. We will continue to update you, the ticket requester, throughout the process, as the feature request changes status and reaches execution.

7. If you require that a feature request be resolved on a different schedule than overall priorities dictate, please know that it might incur additional charges for special development.

SysAid is a robust tool with many components that we continuously build and expand for you and your organization. Our product development teams use best practice methods of the industry to produce and quality test what is released. Nonetheless, a natural part of developing is sometimes causing bugs that may interfere with the existing user experience. This isn't fun but the good news is that we have a dedicated team to address the issues identified and minimize the disruption to your work and your SysAid experience as much as possible. When you encounter an issue we want to hear all about IT!

1. If you reported an issue and it was confirmed as a bug, we will categorize it by severity, determining priority and timeline for fix. There are 4 levels: Critical, High, Moderate, Low. Taking into account impact on your environment, what SysAid finds regarding applicability to other customers, and other prioritized work in the development queue.

2. After verification, we will continue documentation and investigation into the root cause with internal teams, and identify solution methods.

3. We will continue to update you, throughout the process, as the bug changes status and reaches resolution.

   a. Prioritization of Low and Moderate severity bugs may change if other customers indicate that they are impacted by the same bug.

   b. Bug fixes that have been released will be available for cloud accounts automatically; for On-Premises accounts it will require upgrading to the latest SysAid version.

   c. If you require that a bug be resolved on a different schedule than overall priorities dictate, reach out to your customer success team for further discussion and prioritization.

To provide efficient and timely support, SysAid's technical teams may require remote access to your Cloud environment. Remote login enables our technical experts to diagnose and troubleshoot issues from afar, minimizing downtime and ensuring a seamless user experience. However, we prioritize the security and privacy of our clients' systems. Therefore, prior client approval is mandatory for any remote login activity.

When a remote login request is initiated, the client will receive an email notification containing the request details. The email will include several options for the duration of the approval, allowing the client to choose the most suitable option for their needs. The available options include:

a.  Permanently: Granting permanent remote login access until further notice or the client requests revocation.

b.  14 days: Granting remote login access for a period of 14 days from the approval date.

c.  7 days: Granting remote login access for a period of 7 days from the approval date.

d.  3 days: Granting remote login access for a period of 3 days from the approval date.

e.  Until the related issue is resolved: Granting remote login access until the specific issue for which access was requested is fully resolved.

We understand the importance of maintaining client confidentiality and securing sensitive information. Therefore, our technical teams strictly adhere to our confidentiality and data protection policies during remote login sessions. Rest assured that access to your systems will be utilized solely for the purpose of providing efficient technical support and will be conducted with the utmost care and professionalism.

At SysAid, we value the trust our clients place in us, and we are committed to maintaining the highest standards of security and privacy. If you have any concerns or require further clarification regarding our remote login policy, please do not hesitate to reach out to our support team.

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**Chat Support:** Live chat support is available 24 hours between:

Monday 8:00 am to Friday 10:00 pm GMT
Monday 3:00 am to Friday 5:00 pm EST
Monday 12:00 am to Friday 2:00 pm PST

**Telephone Support:** Customers are advised to use telephone support for all Priority 1 incidents. Available 24/7.

USA: 1-800-686-7047
Australia: +61 (2) 8073-5023
Brazil: +55 (11) 4329-9812
Israel: +972 (3) 533-3675
UK: +44 (200) 222-7769

**The SysAid Community:** A place for customers to keep up with product news, ask questions, quickly find answers, meet, share knowledge, and ideas with their peers https://community.sysaid.com/

**Additional Information**

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