

**NEW EDGE**



## **Website Support Service Level Agreement**

# Our commitment to you

This Service Level Agreement (SLA) identifies what Newedge customers can typically expect from us with regard to day-to-day online application and website support. It specifies the services and commitments of Newedge and the expectations and obligations of the client. Newedge's standard terms and conditions for the supply of hosting services are also applicable to clients to whom Newedge also provide infrastructure services.

If you do not have a separate support agreement in place with Newedge, adhoc support will be billed at £100 per hour with a minimum booking for 30 minutes per support request.

Included in monthly support SLA:

- All fixes relating to accepted functionality / content developed by Newedge
- Requests for minor content changes (such as an image change, or wording)
- Advice on usage of the CMS and the Newedge developed pages
- Setup of email accounts, including set up on your chosen device (at Newedge Offices, Kettering)

Excluded from monthly support SLA:

- Functional or behavioural site changes or development
- Large scale graphical or styling changes
- Site optimisations for browser compatibility
- Repeat or large scale training requirements
- Search engine optimisation / social media interaction
- Bugs / Issues with 3<sup>rd</sup> party services like Google Analytics

Due to the complex & technical nature of the product provided to you, Newedge will use our extensive experience and good judgement to determine whether an item of work can be included or excluded within the existing support agreement.



A light green card with a white border and a drop shadow, containing the following text:

**Standard**

2 working day response time

Maximum 15 working day resolution  
(depending on the scale and amount of work)

All work booked in 30 minutes slots

Work estimated and invoiced in advance

Payment in advance

**£100** per hour

# When you need us

The client services support department is staffed between 9:00am and 5:30pm Monday-Friday (defined as office hours) excluding bank holidays and holiday office closures, responses will only be provided during this time.

In order to get the best service from Newedge a description of the services, how they should be used, responses and responsibilities are listed below:

## **Client Services Customer Portal**

There is a dedicated support portal to raise and manage all enquiries, <http://support.newedge.co.uk> . Extensive support related documentation is also available in this location to aid with learning about the products and services we offer as well as notifications of planned maintenance or forthcoming changes.

It is a requirement that you register with your primary work email address as this ensures that your enquiries can be routed without delay and that all of your named support contacts have shared visibility of each other's tickets.

Tickets logged via our online system can be made 24-7, 365 days of the year and will automatically generate a unique reference number, which should be quoted in all further communications relating to the issue logged.

The online ticketing system is the only method of notifying Newedge of any support related issues. It is visible to all of the Newedge client services support team. Please note that this is the only method of raising a support related issue with Newedge.

## **Telephone**

Newedge does not deal with support issues via the phone. All support related issues must use the on-line ticketing system via [support.newedge.co.uk](http://support.newedge.co.uk). Any client calling to raise a support ticket will be redirected through to the on-line ticketing system.

## **Newedge standard terms of service for support related issues**

Below is the summary of standard response terms for clients that have not taken out one of our support packages.

1. All messages requiring action (and follow-up) are logged to the Online Ticketing website (Zendesk).
2. All tickets will receive an initial response within the agreed timeframe during the staffed hours to confirm receipt of the support ticket and confirmation of which member of the client services support team has been allocated the ticket.
3. Requests for additional work which is outside of the monthly support SLA will be scheduled according to an assigned priority and availability of staff resources and will receive a separate proposal.

4. Support issues that are covered by the monthly support SLA will be managed within the timescales listed below and dependent upon the severity of the issue reported.
5. Out of hours support can be provided by separate agreement. If you would like to discuss out of hours support please contact [pete@newedge.co.uk](mailto:pete@newedge.co.uk) with your requirements.

Severity	Issue	Action required from Client	Action required from Newedge from assignment of the ticket	Availability	Response Time (max)	Resolution Time
Critical	Website or Emails unavailable	Raise online ticket	Call Client with explanation and expected resolution time (during office hours, otherwise at earliest opportunity)	9am – 5:30pm Mon-Fri	Same Day	ASAP
Critical	Specific page(s) unavailable affecting business critical logic	Raise online ticket	Look into the issue. Give explanation and estimated resolution time. Also provide regular updates on the status of the issue	9am – 5:30pm Mon-Fri	Same Day	ASAP
Urgent	Bug discovered which affects usability or display of website	Raise online ticket	Investigate nature of bug and how to best fix it and respond to client with an estimated resolution time and estimate of any additional charges.	9am – 5:30pm Mon-Fri	48 hours	Up to 5 days
Normal	Small change required	Raise online ticket	Investigate nature of change and scheduled date to complete. Provide estimate of additional charges	9am – 5:30pm Mon-Fri	5 Days	Up to 4 weeks
Low	Quote needed for additional or amended functionality	Raise online ticket	Ensure task is fully understood before checking with technical team for idea of time required, knock-on effects to be aware of and possible alternative solutions. Provide estimate of additional charges	9am – 5:30pm Mon-Fri	5 Days	Up to 4 weeks
Low	Advice on product usage	Raise online ticket	Reference to self-help guides first. If not schedule a time to contact client to offer advice.	9am – 5:30pm Mon-Fri	5 Days	Up to 4 weeks
Low	New email address or help with setting up an email address	Use self-help portal to create and manage email addresses	If you get stuck after using the self-help portal we're here to give a helping hand.	9am – 5:30pm Mon-Fri	5 Days	Up to 4 weeks

We endeavour to resolve all issues as quickly as possible – neither party want to drag it out, so our Proactive Support team are geared towards solving issues quickly and with the least amount of friction possible.

# Giving us the right information

## Help us to help you

Tickets should be submitted through <http://support.newedge.co.uk/ticket/raise> and include the following information:

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Date / Time Issue was first noticed:

Web address where issue occurred:

Device: (Desktop / Tablet / Laptop / Smartphone)

Operating system: (Windows / Mac)

Browser: (Chrome, IE+Version, Firefox, etc)

Describe the issue in detail:

Exact steps to recreate the issue including any logins (as much detail as possible):

What action were you trying to complete?

Notes:

Screenshots, support documents and files as attachments

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All contact should be made via an authorised named contact on your account. For security we do not accept any support requests from unnamed contacts and have no way of providing support to them.

# Our Support Package Options

## Standard

2 working day response time

Maximum 15 working day resolution  
(depending on the scale and amount of  
work)

All work booked in 30 minutes slots

Work estimated and invoiced in advance

Payment in advance

**£100** per hour

## Plus

Ideal for brochure websites,  
blogs and smaller businesses

1 working day response time

90 minutes of 'free' support per month

Maximum 10 working day resolution  
(depending on the scale and amount of  
work)

**£50** per month

## Pro

Ideal for busy websites and  
web applications

4 hour response time

180 minutes of 'free' support per month

Maximum 7 working day resolution  
(depending on the scale and amount of  
work)

**£100** per month

## Critical

Ideal for ecommerce websites and  
business critical applications

1 hour response time

240 minutes of 'free' support per month

Monthly site health check for broken links  
and contact functionality

24/7 uptime monitoring

Maximum 5 working day resolution  
(depending on the scale and amount of  
work)

**£250** per month

### Payment Options

All prices are plus VAT. All additional support packages are billed monthly in advance by standing order or direct debit. Proactive Support is based on a 30 day rolling contract. You can cancel anytime, just give us 30 days' notice, by raising a ticket to [support@newedge.co.uk](mailto:support@newedge.co.uk)