

Impero Software

Service Level Agreement

Version 1.1



Contents

1. Introduction.....	3
2. Definitions	3
3. Impero’s responsibilities.....	3
4. The Customer’s responsibilities	4
5. Support services.....	5
6.1 Support levels	5
6.2 Business hours	6
5.3 Accessing support	6
5.4 Ticket prioritisation.....	7
5.5 Responding to customers	7
5.6 Resolving incidents.....	8
6. Service availability and system uptime	8
7. Escalation process.....	9
8. Continual improvement	9
Appendix 1: Key performance indicators.....	10

1. Introduction

This document records the services provided by Impero Software (“Impero”) to support business operations across its customer base. It defines the agreed levels of service the Customer can expect to receive as well as the obligations of a service Customer.

The agreement may be reviewed at any time and updated with any changes made to the services during the preceding year. The latest version will always be available at the following link: <https://www.imperosoftware.com/uk/service-level-agreement/>

2. Definitions

Business hours – The number of hours support is operational within the relevant time zone.

Business working day – A business working day is made up of the business hours support is operational within the relevant time zone.

Meaningful response – Is the start of a constructive and meaningful dialogue from a member of our support team.

Meaningful response time – The time taken to receive a meaningful response from a member of the support team, within business hours.

Resolution time - The time taken to resolve and close a ticket, within business hours.

3. Impero’s responsibilities

- Impero will publish a monthly performance against SLAs report in the customer portal.
- Impero will seek feedback after each customer service interaction and use this to track customer satisfaction and continually improve performance.
- Impero will provide the services and support as defined in this document.
- Impero will deal with the Customer’s requests in a consistent and fair manner.
- Impero will communicate honestly and openly with the Customer about the progress of requests.
- Impero will adhere to the Impero Service Agreement, available at <https://www.imperosoftware.com/uk/policies-terms/>, which outlines a commitment to meeting the standards set out in this SLA.
- Impero will provide at least 24 hours’ notice of any planned maintenance activities which will affect the service availability.

4. The Customer's responsibilities

- The Customer will follow the guidance contained or referenced in this document and use services in the way they are intended.
- The Customer will act in accordance with Impero's Service Agreement.
- The Customer will be using the latest version of Impero's software before they request support.
- The Customer will contribute positively to the wider Impero community, sharing and promoting best practice where possible and supporting Impero to keep ahead of the latest developments in its field.
- The Customer will provide an updated list of all key contacts who require customer portal access and need adding to Impero's mailing list.
- The Customer, or someone on the Customer's behalf, will provide Impero with with timely and good quality information with which to service requests when required.
- The Customer will help with prioritisation of requests and be prepared to sponsor requests.
- The Customer will make time to test and approve changes made on their behalf.
- The Customer will ensure that the key contacts are aware of their obligations and that they meet them.
- The Customer will comply with Impero's policies and follow guidelines regarding the use of the Impero systems and handling of data. Non-compliance can impact the delivery of the software.

5. Support services

5.1 Support levels

Impero encourages the Customer to attend a technical troubleshooting course with Impero – this ensures there is a good level of in-house knowledge to act as the first port of call for support issues. Impero’s support services are the services provided by Impero’s technical support team to ensure products sold are working effectively. Impero provides three levels of support during business hours: 1st line support, 2nd line escalated support, 3rd line engineering support and an infrastructure team available 24/7. This is outlined in more detail below:

Support team	Available	Remit	Escalation point
1st line support	Business hours via service desk	<p>Ensure all relevant details are included and correct within a ticket.</p> <p>Triage tickets within 30 minutes to assess and plan next steps and assess the root cause. In some cases, additional information will be sought which will stop the clock on the SLA.</p> <p>Provide solutions and workarounds where possible.</p> <p>Ensure response and resolution times are met.</p>	First point of contact for a support query.
2nd line escalated support	Business hours via service desk	<p>Resolve all issues that are not fixed at 1st line and do not require the 3rd line engineering team.</p> <p>Carry out remote support assistance, identifying and troubleshooting issues. In some cases, additional information will be sought which will stop the clock on the SLA.</p> <p>Perform diagnostic tests and gather evidence needed for further testing by the engineering team.</p> <p>Ensure response and resolution times are met.</p>	Receives an escalated ticket from the 1st line team 30 minutes after the first response or if it is beyond their capabilities.
3 rd line Engineering	Business hours – internal escalations	<p>Extended diagnostic and evidence testing.</p> <p>Triage the outstanding issue.</p> <p>Prioritise and carry out development work and code fixes, with full Quality Assurance testing.</p>	Receives an escalated ticket once the 2nd line team have exhausted all knowledge.
Infrastructure team	24/7	Monitor, maintain and develop the infrastructure, hosted managed service and cloud services.	Respond to any alerts from monitoring systems.

5.2 Business hours

Service	Access methods	Business hours
Service desk	Telephone Email A ticket raised in portal	UK 8am – 1am Mon-Fri GST 12pm – 9pm Mon-Fri EST 8am – 8pm Mon-Fri CST 7am – 7pm Mon-Fri MST 6am – 6pm Mon-Fri PST 5am – 5pm Mon-Fri
Customer portal	https://support.imperosoftware.com	Access available 24/7

Impero will provide a limited support coverage during UK and US national holidays.

The above is subject to change at any time, where this document will be updated and communication will be sent to Customers.

5.3 Accessing support

5.3.1 The service desk

The service desk is the first point of contact for issues, faults or general enquiries about Impero's software services. A ticket can be raised in the following ways:

Telephone: +44 (0)3301281155 (UK & International)
+1 8443467376 (US & Canada)
+33 (0)800917236 (France or French speaking countries)

Email: support@imperosoftware.com

Customer portal: <https://support.imperosoftware.com>

Impero will answer the phone in line with the KPIs set out in Appendix 1 of this document. There is also a voicemail service in place should any calls be missed.

5.3.2 The customer portal

The customer portal is a dedicated portal for the benefit of all Customers. All named contacts on an organisation will automatically receive an email asking them to set a personal password to be used alongside their email address for access.

The portal includes the follow features:

- Extensive Knowledge Base with articles and videos related to the full product range
- Dedicated training area where the Customer can sign-up for a range of training formats delivered by the Professional Services Team
- An area where the Customer can raise and manage support tickets across single or multiple sites
- A community forum that includes product announcements, feature requests, known issues and education news

5.4 Ticket prioritisation

Tickets are assigned a priority (P1-P4) based on the below rationale:

		Impact			
		Severe – everyone affected	High – large group of users affected	Medium – small group of users affected	Low – single user or very few users affected
Urgency	High – service completely unavailable or data breach	P1	P1	P1	P1
	Medium – critical function/s affected	P2	P2	P3	P4
	Low – non-critical function/s affected	P3	P3	P4	P4

5.5 Responding to customers

Impero aims to provide a meaningful response within the times set out below and aims achieve this 95% of the time.

Ticket type	Severity Level	Definition	Meaningful response time (business hours)
Incident	P1	Complete degradation – all users and functionality unavailable or a data breach. Platform or service is completely unavailable or compromised.	1 h
	P2	Significant degradation – majority of users and critical functions affected. Business severely disrupted.	2 h
	P3	Limited degradation – minority of users and critical functions affected. Business processes can continue.	4 h
	P4	Inconvenience – Single user or small group of users and non-critical functions affected. Business processes can continue.	8 h
Information request	P5	Business policy requests Feature instructions Configuration instructions Product documentation requests Training material request Portal access request	8h
Service request	P5	Training request Hosted server configuration request Upgrade request Licence request Addition products/licences	8h
Change request	P5	New feature/product/service request to be passed to the Product Steering Group for Consideration.	8h

5.6 Resolving incidents

Impero aims to meet the resolution times below and on average achieves this 95% of the time.

Ticket type	Priority	Resolution time* (working days)
Incident	P1	1 working day
	P2	2 working days
	P3	3 working days
	P4	5 working days
Information request	P5	NA
Service request	P5	NA
Change request	P5	NA

Where a code fix by the engineering team is required the above timeframes no longer apply, and the following development release timeframe is followed:

- P1 – Emergency release
- P2 – Fix included in next planned release
- P3 – Fix included in next relevant release
- P4 – Fix included in next relevant release

Where incidents are escalated to the Engineering team the customer will be kept informed.

6. Service availability and system uptime

System uptime refers to the percentage of time the service will be available during its supported hours. Impero provides the following level of uptime against each product*:

Product	Service uptime target*
Impero Education Pro	99.5%
Impero EdAware	99.99%
Impero EdLink	97%
Impero back:drop	99.99%

* Excluding pre-agreed downtime (e.g. for scheduled releases and planned maintenance).

7. Escalation process

Impero's escalation procedure is intended to notify and brief various levels of management throughout the lifecycle of a complaint. Impero takes all complaints seriously and will respond appropriately.

The following complaint escalation points are outlined below:

- First complaint contact point is the Support Shift Leader
 - UK and International - Jake Monger Email jmonger@imperosoftware.com
 - US - Matt Hubbert Email mhubbert@imperosoftware.com
- Escalation point 1 is the Support Team Leader
 - 1st line and installations - Pankaj Djivraj Email pdjivraj@imperosoftware.com
 - 2nd line - James Sketchley jsketchley@imperosoftware.com
- Escalation point 2 is the Head of Technical Support
 - Philip Crilly Email pcrilly@imperosoftware.com
- Escalation point 3 is the Chief Operations Officer
 - Nikki Annison Email nannison@imperosoftware.com

8. Continual improvement

Impero will carry out regular surveys, and seek feedback at all stages of support delivery, to understand customer satisfaction in relation to its support services. Feedback is also welcome at any time and can be raised with any member of the Impero Support Team.

Appendix 1: Key performance indicators

KPI	Reported
Impero aims to answer support calls within an average timeframe of 45 seconds.	Monthly performance against target posted in the customer portal.
Voicemail messages responded to within 4 business hours 95% of the time.	Monthly performance against target posted in the customer portal.
70% of tickets to be resolved by the first line support team.	Monthly performance against target posted in the customer portal.
Meaningful response time (based on ticket priority) to be achieved 95% of the time.	Monthly performance against target posted in the customer portal.
Resolution time (based on ticket priority) to be achieved 95% of the time.	Monthly performance against target posted in the customer portal.
Impero Education Pro uptime to be 99.5% or above.	Monthly performance against target posted in the customer portal.
Impero EdLink uptime to be 97% or above.	Monthly performance against target posted in the customer portal.
Impero EdAware uptime to be 99.99% or above.	Monthly performance against target posted in the customer portal.
Impero back:drop uptime to be 99.99% or above.	Monthly performance against target posted in the customer portal.