

HIGHWIRE

HighWire
Bugs & Issues Support
SLA

FUNDS  AXIS

Policy title:	HighWire Bugs & Issues Support SLA
----------------------	------------------------------------

Issue	1.0
Approved by:	Darren Burrows
Approval Date:	March 2024
Next Review Date:	March 2025

Scope:	The policy applies to Funds-Axis Group and all contractors and other people working on behalf of the company.
Responsibility for Implementation & Training:	Day to day responsibility for implementation: ISO Day to day responsibility for training: ISO

Distribution methods:	Methods used to communicate this policy: <ul style="list-style-type: none"> Information Security Training Module
------------------------------	---

CONTENTS

- 1. Help Desk & Support.....4
- 1.1 Severity Levels:4
- 1.2 Resolution Time:4

1. Help Desk & Support

Support Service will be provided between 7 a.m. UK time to 5 p.m. UK time for European customers and until 7pm U.S. EST time for US Customers (17 HOURS, 5 DAYS PER WEEK).

Help-desk tickets are raised by clients, directly through the application.

We will address support issues that can be reproduced by us in accordance with the severity levels defined below. The severity level assigned to support issues will be jointly agreed between the customers and us.

Enhancement requests and/or modifications are not considered as support issues and do not have any associated severity level.

1.1 Severity Levels:

- (i) **Severity Level 1** - means a critical issue which will be responded to in 30 minutes.
A critical issue occurs when at least 50% system users are unable to access or successfully log in to HighWire. This would include when there is a complete loss of HighWire Services or errors within the application that are preventing access or use of the services. Known or suspected security breaches are also within this category.
- (ii) **Severity Level 2** - means a business impacting issue which will be responded to in 2 business hours. The Client is unable to perform a mission critical business function and high business impact occurs, or there is an underperforming workaround in place for a mission critical business function.
- (iii) **Severity Level 3** - means delayed performance and will be responded to in 8 business hours. Process or calculation slowdown that impacts on the efficiency of the Clients' normal business operations.
- (iv) **Severity Level 4** - means cosmetic problems and will be responded to in 24 business hours; Minor flaws that do not impact the Clients' normal business operations.

1.2 Resolution Time:

Technical support issues meeting the severity level descriptions set forth above will be addressed as set forth below:

- Severity Level 1 – FUNDS-AXIS LIMITED development or support resources will work 24 hours per day, 7 days per week, to resolve all Severity Level 1 incidents until the issue has a temporary repair or workaround in place. A permanent repair will be performed during business hours. Upon request by FUNDS-AXIS LIMITED, the Client will use all reasonable efforts to make a designated contact available 24 hours per day, 7 days per week to assist FUNDS-AXIS LIMITED development or support resources in the investigation of the issue.

- Severity Level 2 – FUNDS-AXIS LIMITED development or support resources will work support business hours to resolve all severity level 2 incidents until the issue has a temporary repair or workaround in place. A permanent repair will be performed during business hours.
- Severity Level 3 – FUNDS-AXIS LIMITED development or support resources will work during business hours until a temporary repair or workaround is in place and then work to provide a permanent repair.
- Severity Level 4 – FUNDS-AXIS LIMITED development or support resources will work during business hours to resolve severity level 4 incidents in order of their priority.

Resolution times can vary depending on the nature of the problem. The above target resolution times are provided as indicative guides only. For more complex issues, a detailed resolution plan will be drawn up and shared with Customer.

END

FUNDS AXIS




CONTACT US





 +44 (0) 28 9032 9736



 info@funds-axis.com



 www.funds-axis.com

 12 Gough Square, London,
United Kingdom, EC4A 3DW