

HIGHWIRE

INTERNAL

Highwire
Change Requests
SLA

FUNDS  AXIS

Policy title:	Highwire Change Requests SLA
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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
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1. Change Requests - Standard Charges Summary

The below section summarises the standard effort involved for different change types and the SLA turnaround timeframes that clients should expect.

Where charging applies, unless otherwise agreed, the standard charge for change requests is £1,000 per day / £200 per hour. The specific charges applicable will be agreed with clients in advance.

#	Change Type	Standard Effort	SLA Turnaround Time
i	New User Setup	< 1 hour	1 business day
ii	New User Role Setup (Role Management)	1 hour	2 business days
iii	Onboarding new Portfolios for existing clients	2 hours	2 business days
iv	New Prospectus Rules	1.5 hour for straightforward rules	Initial Prospectus Review: 1-2 Business Days Testing & Documentation: 1-3 Business Days
v	New Reports	1 Day	2 business days
vi	Integration of new Administrator feeds	1-3 Days	10 Business days

Exact timings will depend on complexity.

Where there is any technology development required, then the development effort will be estimated, and a fixed fee agreed with the client.

Where there are large numbers of changes, this will be priced on a fixed project basis.

END.

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