

Service Level Agreement

Last Modified: 12/20/2024

This Service Level Agreement (the "SLA") describes the way you (the "Client"), and Solution Systems, Inc. ("SSI") shall interact subject to any Order Forms executed in reference to the Master Services Agreement (the "MSA"). Any Order Forms, as agreed to by the Client, and the MSA are collectively referred to herein as the "Agreement."

The SLA will describe the available services. Inclusion or exclusion of a particular service is determined by the Agreement. In the event of a conflict between the Agreement and the SLA, the Agreement will prevail.

General

Business Hours

The standard hours of operation ("Business Hours") for providing Services are between the hours of 8:30 a.m. and 5 p.m. Monday through Friday, excluding holidays.

Applicability

This SLA covers your relationship with SSI. Any 3rd-party software or services delivered as part the SSI Services are governed by the service legal agreement provided by that third-party software provider ("ISV"). The following are links are provided solely for the convenience of the Client and no representations or warranties by SSI are implied.

- [Microsoft Service Level Agreements for Online Services](#)

SSI SLA Policies

- [SSI Business Central Care Plans](#)
- [SSI Managed IT Services](#)
- [SSI VoIP ft. Teams Phone](#)

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SSI Business Central Care Plans

Description

SSI's Business Central Care Plans are designed to provide Clients with high quality services in a manner that aligns with their needs from their Microsoft Partner. We believe that the Premium Care Plan provides the greatest value to all our Business Central clients – regardless of industry, location, size, or type. The Premium Care Plan will ensure that you are receiving the level of support you expect from your Microsoft Partner.

Premium Care Plan - Built for those who are seeking priority support, dedicated account management, and an implementation that leverages our Solution Apps for Business Central (“Solution Apps”) which get clients to market faster + help them operate more efficiently post go-live. On top of this we provide clients with Helpdesk access, free Business Central upgrades (certain restrictions apply), and discounted professional services.

Essentials Care Plan - This plan may be suitable for organizations that do not require the proactive monitoring and support offered by the Premium Plan. Or may not require access to the implementation tools or features included in the Solution Apps, access to our Helpdesk team, or access to the SSI University.

Under the Essentials Care Plan, all professional services hours are billed on a time and materials basis, with actual hours incurred (15-minute increments) billed weekly or bi-weekly. Standard billing rates apply to all work performed by SSI. Prepaid blocks of hours are available to receive a discount on the standard rate.

SSI Care Plan

Care Plan Benefits	Premium	Essentials
Support Service Level Terms Defined service levels that outline the maximum initial response time for new support requests received by our Support Helpdesk team under the SSI Premium Care Plan.	Included	n/a
On-Prem Support Plan A subscription to our On-Prem Support Plan is required for On-Prem Essentials clients.	Included	Billable
Solution Apps (For Implementations) Implement faster with our Solution Apps that are designed to streamline all aspects of your Business Central implementation. Clients using the Solution Pack, implement 25% faster on average.	Included	Billable
Solution Apps (Post Go-Live) Access to our library of exclusive apps designed for you to get the most out of business central. Users not only get access to everything available today, but also access to additional apps released in the future	Included	Billable
Update Management Microsoft-led updates are released throughout the year and require T&M work to keep things running smoothly. Update support is included for Premium Care Plan members	Included	Billable
Prioritized Email Support Prioritized response to requests via support@solsyst.com where issues are ticketed and tracked. Status is shared internally and with Client.	Included	n/a
Dedicated Consultant We provide you with continued access to your implementation consultant post go-live. Their intimate knowledge of your environment allows for increased efficiency. Client will copy support@solsyst.com when communicating with consultant.	Included	n/a
Dedicated Customer Success Manager SSI provides you with a resource dedicated to ensuring you ongoing partnership with SSI is a success. We help you get the most out of BC, proactively inform your team of	Included	n/a

upcoming migrations or technology insights and provide you with a smooth support escalation path should it be needed.		
Annual Account Review Your SSI customer success representative will provide you with an update of your account and find targeted ways to help you protect, secure, and/or accelerate the way you do business.	Included	n/a
Software Case Management / Publisher Escalation Any issues you have with your software provider are escalated, submitted, and managed by the SSI team	Included	n/a
SSI University Access to hundreds of user training documents and videos unavailable anywhere else; all available 24/7 to our Customer Care subscribers.	Included	n/a
Billing Rate “Lock” Your rates are locked for the initial term of your Customer Care plan (Up to 2 years).	Included	n/a
Subscription License Request SLA SSI will process any new subscription license requests within a 24-hour turnaround. This ensures your users are always operating at full productivity	Included	n/a

Care Plan Response Times

This section defines the maximum initial response time for new support requests received by our Support Helpdesk team under the SSIs Business Central Care Plans. This is defined as the maximum time it will take the SSI support team to acknowledge the support request and provide an initial assessment of the request regardless of the severity of the support request.

The following response times are provided based on the severity of the support request. These are the same as the support levels defined by Microsoft. Response times refer to issues covered during standard Business Hours or as stipulated by your Agreement. Support requests submitted over the phone are considered acknowledged at the time of call receipt.

SSI Care Plan

Initial Response Time / Issue Severity	Premium	Essentials
<p>SEVERITY A (Critical): One or more services aren't accessible or are unusable. Production, operations, or deployment deadlines are severely affected, or there will be a severe impact on production or profitability. Multiple users or services are affected.</p> <p>Example(s): Widespread problems accessing the system, inability to post any day-to-day transactions, or issues that are causing all transactions to be processed inaccurately.</p>	2 Hours (work will continue through resolution)	Max Response Time n/a
<p>SEVERITY B (High): The service is usable but in an impaired fashion. The situation has moderate business impact and can be dealt with during business hours. A single user, customer, or service is partially affected.</p> <p>Example(s): One or a few users are having issues accessing the system, inability to post day-to-day transactions for one or a few customers or vendors, or issues that are causing some transactions to be processed inaccurately based on specific data or settings.</p>	8 Hours (work will be coordinated and scheduled with a goal of resolving the issue within 72 hours)	Max Response Time n/a

<p>SEVERITY C (Non-Critical): The situation has minimal business impact. The issue is important but does not have a significant current service or productivity impact. A single user is experiencing a partial disruption, but an acceptable workaround exists.</p> <p>Example(s): One user is having issues accessing the system from a specific device, transactions are processing accurately but with a message that is a nuisance to the user, or one report is not providing the required data but there is another report or view that can be used to provide the same data.</p>	<p>8 Hours (work will be coordinated and scheduled with a goal of resolving the issue within 7 days)</p>	<p>Max Response Time n/a</p>
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Exclusions

Services which may be deemed ineligible for coverage by this SLA, at SSI's sole discretion, include the following.

- Software not covered by vendor/manufacturer warranty or support.
- Service made necessary by the alteration or modification of software made by anyone other than SSI
- Maintenance of ISV packages, unless specified as a covered service in the Agreement or this SLA
- Support for Client equipment, hardware, or installed software which may otherwise impair SSI's ability to meet our obligations under this SLA
- Support for issues which are due to improper system maintenance, version capability issues arising from Client's non-performance, or minimum system requirements which are not met by Client

Please reference your Agreement for further information.

SSI Managed IT Services SLA

Please read through and understand our SLA. It's important that we're on the same page and that each party is aware of expectations and their joint responsibilities. We consider clients as our partners and want to ensure we're completely aligned. Whether an SLA is applicable to your Services will be defined in your Agreement with SSI.

Initial Response Time / Issue Severity	Response Time	Target Resolution
SEVERITY A (Critical): One or more services aren't accessible or are unusable. Production, operations, or deployment deadlines are severely affected, or there will be a severe impact on production or profitability. Multiple users or services are affected.	30-minutes	4-hours
SEVERITY B (High): Services are usable but in an impaired fashion. The situation has moderate business impact and can be dealt with during business hours. A single user, customer, or service is partially affected.	1 hour	24-hours
SEVERITY C (Non-Critical): The situation has minimal business impact. The issue is important but does not have a significant current service or productivity impact. A single user is experiencing a partial disruption, but an acceptable workaround exists.	8-hours	72-hours

Our goal is to always deliver for you in a transparent way. Here are some guidelines we have internally around how we'll work with you – and our expectations for what we can deliver on.

- **Uptime:** We aim to provide 99% up time for the services you contract with us for. The policy covered in this scope includes firewalls, M365, along with desktops and laptops if the client procures them as part of this agreement – provided they are under warranty, and the user covered under our agreement.
- **Points of Contact:** Critical & High Severity incidents should be routed to SSI through a designated point of contact who is familiar with your technology environment.
- **Planned Maintenance:** We will aim to perform any planned updates after hours and will provide notices ahead of time. In the event of updates deemed as critical by the manufacturer, we will strive to provide as much notice as possible.

Here are some other things you should be aware of – which we'll do our best to work through with you on.

- **Hardware Performance:** We can't be responsible for the performance of hardware that we don't manufacture. Any issues related to third-party hardware will be addressed in collaboration with the respective manufacturers.
- **Local Network/ISP:** We can't be held liable or accountable for issues related to your local network or internet service provider. Our SLA doesn't cover disruptions caused by external network or ISP problems.
- **Liability to Third-Parties:** We can't be held liable for any third-party claims, security breaches, service outages, or other disasters that occur due to reasons beyond our control. This includes, but isn't limited to, issues arising from third-party hardware, software, or services.

To ensure we provide timely support and resolution, clients also have some responsibilities. Here are a few key items that we should be aligned on:

- **Notify Us Promptly:** Let us know about any issues as soon as they arise so we can resolve them quickly.
- **Provide Accurate Information:** Give us complete and accurate details about each issue to help us diagnose and fix problems efficiently.
- **Notify Us of Changes:** Inform us if you make any changes to settings on your end, so we can adjust our support accordingly.

- **Provide Access:** Ensure clear access to your premises if on-site services are part of the scope of services.
- **Avoid Unauthorized Software:** Refrain from installing unauthorized software to prevent potential security risks and compatibility issues.

Exclusions on services which may be deemed ineligible for coverage by this SLA, at SSI's sole discretion, include the following.

- Software not covered by vendor/manufacture warranty or support
- Service made necessary by the alteration or modification of software made by anyone other than SSI
- Maintenance of ISV packages, unless specified as a covered service in the Agreement or this SLA
- Support for issues which are due to improper system maintenance, version capability issues arising from Client's non-performance, or minimum system requirements which are not met by Client

Please reference your Agreement for further information.

SSI VoIP Ft. Teams Phone

Description

This section describes the services provided under SSI's VoIP plan ft. Teams Phone.

System Delivery and Setup

- Setup includes initial system setup and phone number migration
- Auto-attendant setup and call routing is included
- Faxing, physical devices, and conference rooms may be included subject to your Agreement with SSI

Ongoing Managed Service

- User Management – user onboarding / offboarding – is included in your monthly subscription
- Troubleshooting (up to 2hrs/mo.) is included via designated users
- Changes to call routing or auto-attendant rules may be implemented quarterly and are eligible for inclusion in your plan at the sole discretion of SSI

Other / Fees

- Any fees related to hardware will be passed along to the Client
- Any physical device setup will be billed on a Time & Materials basis at Client's prevailing billable rate
- Direct end-user training will be billed on a Time & Materials basis
- Third-party fees will be passed through to client and SSI provides no representation or warranty that these fees will not change during the term of the Agreement