



The Supplier shall deliver the Services in accordance with the service levels detailed in this Schedule:

Service Availability:

1. The Supplier shall use its commercially reasonable endeavours to ensure that the Service is available throughout the Subscription Term for 99.9% of the time.
2. The target availability detailed at section 2.1 above is understood to be exclusive of planned maintenance carried out during the maintenance window of 7 a.m. to 9 a.m. UK time.

Incident Resolution:

1. In the event that the Customer needs to raise an issue to the Supplier than it should do so by contacting the Supplier's support desk.
2. The Suppliers Support desk shall be contactable during Normal Business Hours (UK 8AM - 6PM).
3. The end user service desk is accessible 24/7/365 and can be accessed through your eviFile solution via e-mail support only – further details on this can be obtained from your customer onboarding team manager

Target Resolution Times:

Incident Severity	Details of Security Level	Target Resolution Time
1	e.g. Service completely unavailable	4 hours
2	e.g. Service materially affected by issue, or a specific piece of functionality is completely unavailable	8 hours
3	e.g. Service available and usable by the Customer, though user experience is affected by issue	40 hours
4	e.g. Minor defect, not affecting Customer use of Service.	160 hours

Non-Functional Requirement:

Recovery Time Objective (RTO)	4 hours
Recovery Point Objective (RPO)	30 minutes
Planned Availability	24 hours/day, 365 days/year (99.9% uptime)



Service Desk

For all service desk needs, eviFile utilises the Jira service desk from Atlassian. Jira service desk allows users to log issues directly from the device that they are working from quickly and efficiently. The Service Desk will be used to manage serviced project setup, issue management and self-service project setup support. All support is included in our license costs and is uncapped.

The main benefits of using the service desk are:

Enhanced Efficiency

Our service desk enhances our efficiency. It serves as a centralised location for all of our customer service communications. Our service desk is a customer service hub that allows the inflowing activity to come into one place, this makes our workflow more efficient.

Seamless Experience

Customers want a seamless experience when they interact with us. Customers are met with consistency wherever or however they contact the business, a business response is uniform across all platforms, and business response time is predictable allowing for SLAs. When all of these factors work together, it creates a seamless experience.

Problem Resolution

No one likes when things go wrong. Yet, problems are inevitable. It's how they get solved that matters – and how quickly they are resolved. How does an IT help desk facilitate problem management? As incidents come into the help desk, they are tracked and analysed. If too many come in that are in a particular area or category, that raises a red flag. At that point, management may decide to investigate further to see if there is a correlation between all the incidents.

If so, then a larger problem is solved. Problem management features are embedded in the help desk to facilitate this process. For example, the team working on the problem has the ability to flag every individual incident that related to the problem, so everyone understands what the root problem was. By documenting it through the system, it maps out what to do if future incidents occur.

Quality in Delivery

The eviFile team will book in a quarterly review of site performance and to review common themes of support requests being submitted into the Service Desk. This will enable us to report against our agreed SLA's in the overall SaaS agreement in place. We'll also be able to provide further support, training and system enhancements to ensure the smooth running of the eviFile solution