



MJM
DATA CAPTURE

BRIDGE WMS

Software Support Agreement

MJM DATA CAPTURE LTD
(SERVICE LEVEL AGREEMENT)
END-USERS OF BRIDGE
WMS

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MJM Software Support Agreement

At MJM Data Capture, we believe that the most effective solutions arise from close collaboration with our customers.

We understand that your software applications are crucial to the operation of your business. By addressing issues promptly and efficiently, we help you save time and money, allowing you to focus on more pressing business needs.

MJM Data Capture offers a comprehensive support service, from the initial proposal through to software selection, implementation, and ongoing support, providing a complete business solution.

All support services are delivered internally by our fully trained team, who are experts in the business applications we provide. We support your organisation on an ongoing basis and during emergencies.

By recording and monitoring all support requests, MJM Data Capture ensures we are always prepared to manage issues and queries effectively.

We value long-lasting relationships and aim to instill confidence and peace of mind in our customers by delivering the highest quality service and genuine value for money.

Service Level Agreement

MJM Data Capture uses a Service Level Agreement (SLA) to measure the effectiveness and quality of our service, enabling customers to monitor our performance. Our SLAs offer minimal hassle and downtime, providing:

- A single source response for all related issues and queries
- A committed response time for every issue
- Regular feedback on the progress of query resolution
- Advice and guidance on relevant products and their usage
- Assistance with problem identification, management, and resolution
- User-friendly access to our knowledge base

Our SLA comprises three stages, each with a specified time frame to ensure the agreed SLA is met:

Stage One – First Action

The allocated support team member(s) will log and triage the call, set the priority, and send a response via email with the call number.

- Priority High: System Down
- Priority Medium: Fix/data repair required but not impacting day-to-day operations
- Priority Low: A change required to enhance the system

Stage Two – Review & Analysis Period

By the end of this stage, the allocated support team member(s) will have reviewed the issue or query and developed a resolution plan.

Stage Three – Resolution

After analysis, the appropriate resolution will be implemented, which could be a fix, workaround, or change (possibly chargeable), involving either software or data.

Service Level Agreement Schedule

The SLA Schedule outlines the time allowances for each stage of a support request.

Stage 1: First Action

- All calls: Within 2 business hours of logging

Stage 2: Review and Analysis Period

- **Priority High:** Within 4 business hours of logging
- **Priority Medium:** Within 6 business hours of logging
- **Priority Low:** Within 8 business hours of logging

Stage 3: Resolution

- **Priority High:** Within 8 business hours of logging*
- **Priority Medium:** In the next available release (subject to monthly cut-off)
- **Priority Low:** Advised release version (subject to monthly cut-off)

A workaround/rollback may be provided to ensure system functionality until a permanent resolution is applied.

Notes:

1. Some issues may involve infrastructure (e.g., server, Wi-Fi, hardware) and require support from third parties, which cannot be measured within our SLA.
2. All stages are conducted during working hours (9:00 am - 5:00 pm, Monday to Friday, excluding bank and public holidays in England and Wales).
3. The maintenance and support contract includes bug fixes and statutory changes. Additional routines will be costed and agreed upon with the end-user before programming. MJM reserves the right to adjust the support contract price accordingly.
4. This contract is valid for twelve months from commencement. It may be renewed for subsequent periods as agreed by MJM and the end-user.
5. The contract will terminate if the renewal fee is not received by MJM on the renewal date.
6. After the initial twelve-month period, either party may terminate the contract with three months' written notice. No refund will be provided for any unexpired contract period.

I/We agree with the above TERMS AND CONDITIONS

END USER:

SIGNED BY: **Date:**

MJM DATA CAPTURE LIMITED

SIGNED BY: **Date:**

Please sign both copies of this page and return one to MJM