MJM DATA CAPTURE LTD

SOFTWARE SUPPORT

AGREEMENT

Specialists in Mobile Computing, Data Capture & Warehouse Management

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Registered address – Units 3 & 4, Shelley Lane, Ower, Romsey, Hampshire. SO51 6AS.

MJM Software Support Agreement

At MJM Data Capture we recognise that the most effective solutions come from working together with our customers.

MJM Data Capture understands that your software applications are a vital element in the running of your business. By dealing with issues quickly and efficiently we will save you time and money, so you can focus on the more pressing needs of your business.

MJM Data Capture delivers a comprehensive support service from the initial proposal through to software selection, implementation and on-going support to provide a total business solution.

All support services are provided internally by the MJM Data Capture team, who are fully trained on the business applications that we provide, to support your organisation both on an on-going basis and during emergency support.

By recording and monitoring all support requests that are logged, MJM Data Capture is always fully prepared to manage issues and queries effectively.

MJM Data Capture understands the importance of building long-lasting relationships. We aim to instil confidence and create peace of mind for our customers by delivering the highest quality of service, offering 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 and to enable customers to monitor our performance. Our Service Level Agreements offer less hassle and minimal downtime offering:

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

Our SLA has three stages – These must be fulfilled within the time specified for the agreed SLA to be met, the three stages are as follows:

Stage One – First Action

The allocated support team member(s) must have logged and triaged the call, identifying the priority that should be set to the call and send a response via email with call number.

- Priority High: System Down
- Priority Medium: Fix/data Repair required but is not impacting day to day operation of the system
- Priority Low: A change is required that will enhance the system

Stage Two – Review & Analysis Period

By the end of the specified time for this stage, the allocated support team member(s) must have reviewed the issue or query and have a resolution plan in place.

Stage Three – Resolution

Once the issue has been analysed the appropriate resolution will be put in place, this could be a fix, workaround, change (possibly chargeable), with either software or data.

Service Level Agreement Schedule

The Service Level Agreement Schedule includes the stipulated time allowance for each stage of a support request.

Stage 1: First Action

All calls: Within 2 hours of call being logged

Stage 2: Review and Analysis Period

Priority High: Within 4 hours of call being logged
Priority Med: Within 6 hours of call being logged
Priority Low: Within 8 hours of call being logged

Stage 3: Resolution

Priority High: Within 4 hours of call being logged*
Priority Med: Will be in the next available release (1st of the month)
Priority Low: Will be advised as to which release (version) this change will be in

*It may be that a workaround/rollback is developed/supplied so as to ensure that the system is up and running until such time a permanent resolution is applied.

Notes:

1. In some circumstances, the issue may be within the infrastructure i.e. Server, Wi-Fi and or hardware and cannot be resolved or may require involving support or rectification from the Infrastructure vendor or other 3rd parties, which cannot be measured within our Service Level Agreement.

2. All stages will be carried out in working hours between 9:00 am and 5:00 pm, Monday to Friday, and not including bank holidays nor public holidays in England and Wales.

3. The maintenance and support contract will include bug-fixes and statutory changes as part of the contract. Extra routines which may be required will be costed before programming and MJM having first agreed the price with the end-user. If such additional routines are added to the software specified above MJM reserves the right to increase the price of the support contract by this increased value.

4. This contract will be in force for a period of twelve months from commencement, being the first day of the month nearest to the date upon which the contract is signed by MJM. Upon expiry of the initial twelve months period, it may be renewed for a further period of twelve months, or any other period agreed by MJM and the end-user, and thereafter similarly renewed by agreement between MJM and the end-user at each expiry date.

5. This contract will be terminated if the agreed fee for a renewal of the contract is not received by MJM on the renewal date.

6. This contract may be terminated at any time after the expiry of the initial twelve months period by either party giving to the other party three months' notice in writing, no refund for any unexpired contract period being due.