



**SERVICE LEVEL AGREEMENT**

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## 1. THE AGREEMENT

This Agreement is made on [DATE] between Geoplan Spatial Intelligence Limited, Bilton Court, Wetherby Road, Harrogate, HG3 1GP and [Customer]. Please note that all Geoplan products and services are offered and sold, subject to Geoplan's standard terms and conditions of sale, copies of which can be obtained on request by calling 01423 569538 or can be viewed on our web site at [www.geoplan.com](http://www.geoplan.com)

## 2. GEOPLAN SUPPORT PHILOSOPHY

In overview the Geoplan support philosophy centres on careful planning, installation and training. Given that those steps are taken, it is believed that support requirements will be at a minimum. In principle, if the software or data supplied; fails, then it is our responsibility to correct it at our cost. If there is a change of use, a change in environment, or a change in user, then resolution of issues associated with these changes would be chargeable to the customer.

The following document provides more detail to support this approach:

## 3. SUPPORT BACKBONE

We put a strong emphasis on consultancy and training, to ensure effectiveness of the selected solution. The same team of experienced staff that support customers at point of sale continue as the customer support team, upon purchase. This approach ensures that the sound understanding of the customer's business objectives, requirements and processes is carried forward and applied throughout the support relationship.

We retain copies of all customer systems and data, such that we can replicate the customers view as accurately as possible. As such we are in a position to resolve a range of support queries from basic user knowledge, to solving business based analysis problems and simple technical support

Our management systems and processes are to ISO 9001:2000 standards; our software development is effected within TickIT guidelines, to the highest quality standards. Our people undergo continuous training and review, to ensure that our customers receive the best service possible.

All this, is supported by a company that is proud to be accredited as an Investor in People.



FS 69051



INVESTOR IN PEOPLE

## 4. SUPPORT SERVICE LEVEL

The Geoplan Technical Support Service is available to customers who purchase Geoplan products that incorporate annual maintenance and support (ESP), or the introductory 90 days support package. The support service is available 9.00 am to 5.00 pm, Monday to Friday, excluding Bank Holidays.

Support can be contacted by email, phone, and fax. In addition, technical information can be obtained from our web sites.

- Telephone: 01423 722719
- Email: [support@geoplan.com](mailto:support@geoplan.com)
- Fax: 01423 819494
- Geoplan Website – [www.geoplan.com](http://www.geoplan.com) provides information about Geoplan and details of our products; FAQ's, demos, newsletters, Postcode release information, and downloads.

Geoplan provides a support service that enables our customers to obtain technical assistance, by phone or email. Our support team are experienced users of our software, who are able to provide advice related to the installation or operation of our software and data products that will enable the customer to swiftly overcome most problems and therefore minimise downtime. The support team's extensive knowledge and experience is supplemented by the Geoplan consultancy team that includes technical specialist and development personnel. The analysts can also advise on the training and consultancy services offered by Geoplan, should this be the most appropriate way to provide the level of assistance required.

## 4. SUPPORT SERVICE LEVEL (Cont)

**Geoplan will provide the following software and data support services:**

- A telephone helpdesk for general user enquiries.
- Support and advice in the resolution of analysis approaches using the software or data provided.
- Two site development days per annum to ensure that user skills and environment are current and to ensure continued beneficial use from the solution provided.
- Supply of all relevant software and data updates (excluding upgrades) which Geoplan, releases in a given support year.
- Information and advice on forthcoming New Releases of the Software and data.
- Product registration and response code support.
- Product installation support.
- Product fault diagnosis and rectification.
- Product replacement – where original supply has been lost or damaged. This service is subject to a minimum charge of £50.00 (Plus VAT and Carriage). This applies to Geoplan's own standard software and data products. Replacement of customer specific or third party solutions will be reviewed on a case-by-case basis.

Geoplan shall respond to all Faults as soon as possible during the hours specified in the Service Category and shall use its reasonable efforts to fix each Fault as soon as practically possible.

Where the fault or defect resides in the source code of the software, the Geoplan support team will liaise directly with the Tactician International support group. Customer input and support in this area will assist in the further improvement of the software in future releases.

## 5. SUPPORT PROCEDURE

On discovering a problem, the customer should ensure they have (or include in an email) the following information, which will be required by Geoplan support to raise a new incident and assign it to the appropriate Support Consultant:

- Company Name.
- Contact Name.
- Phone Number.
- Fax Number.
- Email address (where applicable).
- Operating system and version; e.g. Windows 2000, NT 4, XP.
- Geoplan software + version number; e.g. GeoAnalyser or Geoplan Expert etc.
- Data description plus version number.
- A short description of the problem including details of any error messages.
- Command or action which generated the problem.
- Actions taken prior to the problem occurring.
- Information about data or peripherals which may be relevant (printer information).
- Whether the pc is networked or not.

Upon receipt of a support request from a customer, the support consultant will first verify that the customer's organisation has a valid support contract for the product concerned and that the customer has received the appropriate level of training for the product in question.

Where the customer does not have a valid support contract for the product concerned, interim support will be provided on one occasion only. In these instances the customer will be advised that support cannot be provided beyond the current query, without a valid support contract. The customer will be given the option to renew maintenance cover to ensure that support can be provided going forward.

Any Support incident that cannot be resolved immediately at first point of contact will result in the Support Consultant sending a Technical Support form for the customer to complete, in order to gather the additional information required. The Support Consultant will continue to investigate the incident upon receipt of the Technical Support form and escalate the incident to obtain a resolution when necessary. The customer will be informed of the receipt of a Technical Support form and the escalation of any incident.

Geoplan will close off a support query and incident where the customer has not been contactable for three consecutive attempts, or where feedback is expected from the customer, but not received within 5 working days. The Support Team will raise a new incident number should the customer return to report the same incident.

## 6. ESCALATION PROCESS

Where an immediate response and resolution is not possible, Geoplan will reply to the customer within the framework detailed below:

ESCALATION STAGES	CONTACT POINT	MAXIMUM RESPONSE TIME (Working Hours)	MAXIMUM RESOLUTION TIME (Working Hours)
Stage 1	Support Consultant	1 Hour	8 Hours
Stage 2	Software/Data Producer	1 Hour	8 Hours
Stage 3	Managing Director	1 Hour	8 Hours

## 7. CUSTOMER RESPONSIBILITIES

- The customer must use only the specified contact numbers and email addresses to secure support, within the stated support hours.
- The customers nominated users and technical staff will attend the assigned training and read the user documentation supplied.
- The customer will have the necessary detail available for Geoplan to be able to provide an efficient support service, as specified in the Response Process section above.
- The customer must attempt to answer all the support questions to the best of their ability attempt to carry out any actions advised by the Support Consultant in order to resolve the incident as quickly as possible.
- The customer will ensure that Geoplan is notified of any of the following:
  - Departure of trained personnel.
  - Change of role for trained personnel
  - Arrival of new personnel who will be designated as users
  - Change of software or data location
  - Change of software or data operating environment
  - Change to intended software or data use
  - Changes to hardware environment
- Where support is required on site, the customer shall provide all the necessary personnel, IS support, permissions and facilities, necessary to ensure safe and efficient resolution of the support issue.
- If at any point Geoplan needs to work out of normal working hours, the customer will endeavour to make suitable arrangements for access to the customer's premises.

## 8. SUPPORT EXCLUSIONS

Software and data maintenance does not include the diagnosis and rectification of any fault resulting from:

- Improper use, operation or neglect of the software and data or the existing hardware.
- Operation of the software and data by people who are not competent employees and who have not been formally trained by Geoplan personnel.
- Modification of the software and data by the customer, or its merger (in whole or in part) with any other software and data.
- Use of the Software and data on equipment other than the existing hardware without the prior written approval of Geoplan.
- Failure by the customer to implement and use recommendations in respect of the software and data or solutions to Faults previously advised by Geoplan.
- Failure by the customer to implement and use any new software or data release provided by Geoplan.
- Use of Software and data releases earlier than the release level currently supported.
- Any alteration or modification of the software and data made by any person other than Geoplan, without Geoplan's prior written consent.
- The use of the software and data for a purpose for which it was not designed.
- Damaged or lost software and data, or the media upon which it was originally supplied.

## 8. SUPPORT EXCLUSIONS CONT:

- Faults which cannot be reproduced.
- The use of any application or tool to modify or delete or add data on the Software and data, unless that application or tool has previously been approved or directed by Geoplan in each case, in writing.
- Incorrect or late supply of customer / third party provided software and data.
- Software and data performance which falls outside of the requirements specification approved by the customer and signed off at User Acceptance Testing.
- The use of operating supplies, (for example all cards, tapes, disk packs, stationery, printing ribbons and similar accessories) which are not supplied as part of the Software and data which do not conform with Geoplan's reasonable specifications.
- Failure of any hardware (including the existing hardware).
- The effect of lightning or any electrical fault upon the software and data.
- Failure of any network, cabling, peripheral or telecommunications equipment.

If Geoplan provides services in respect of any of these matters it shall be entitled to charge for such services at its then standard rates and those services will be provided on its then standard terms.

Geoplan will where appropriate enter into agreements with the licensors of the third party software and data. Geoplan will use its reasonable endeavors to ensure that the licensors of the third party programs provide appropriate maintenance in accordance with the licensor's then standard terms. Geoplan will, so far as it is able, pass onto the customer the benefit of any warranties or guarantees in respect of third party software or data support service levels, provided to it by the licensor

### SIGNED FOR ON BEHALF OF GEOPLAN:

Name \_\_\_\_\_

Position \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

### SIGNED FOR ON BEHALF OF CUSTOMER:

Name \_\_\_\_\_

Position \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_