



Sage Intelligence Support Desk

Service Level Agreement

Keeveshin Naidoo
12 06 2017

Table of Contents

1.0	Overview	3
2.0	Services Provided	4
3.0	Services Not Provided	5
3.1	Database Issues	5
3.2	Excel and Excel Formulas	5
3.3	Customised Reports	5
3.4	Onsite Support	5
3.5	Sage end user /VAR Support	5
3.6	Performance Related Issues (See Appendix A)	5
3.7	Other	5
4.0	Service Details	6
4.1	Support Desk Operating Hours	6
4.2	Service Access	6
5.0	Sage Intelligence Support Desk Process	7
6.0	Appendix A: Sage Intelligence Performance Support	9

1.0 Overview

This document is a Service Level Agreement (SLA) between Sage Intelligence Support Desk and the Value Added Resellers (VAR) and Customers of Sage Intelligence using Sage Intelligence Software.

The purpose of this document is to outline the expected service needs.

2.0 Services Provided

The services provided by the Sage Intelligence Support Desk are as follows:

- Sage Intelligence software support (errors, etc.)
- Performance related issues (See Appendix A)
- Installation support (Serialization, installation errors etc.)
- Standard template support.
- Serialisation support.

The services provided by Sage Intelligence are not meant to replace the responsibilities and support of the VARS.

3.0 Services Not Provided

Under the terms of this SLA, Sage Intelligence will not provide the following services to the customers and VAR's of Sage Intelligence:

3.1 Database Issues

On the Insert tab, the galleries include items that are designed to coordinate with the Sage Intelligence Reporting relies on certain database drivers and database files being in working order. Should Sage Intelligence Reporting return an error because the files have become corrupt, as a result of a non-standard database or configuration, or due to network or security issues, the user will have to contact their particular software vendor to resolve these database or network related issues.

3.2 Excel and Excel Formulas

Sage Intelligence reports need Excel to be in working order for the reports to run successfully. Any Excel related error will therefore need to be raised with the user's particular software vendor to resolve.

3.3 Customised Reports

No reports other than the standard locked reports that form part of the packaged solution or integrated product will be supported.

3.4 Onsite Support

No onsite support will be provided by Sage Intelligence.

3.5 Sage end user /VAR Support

By agreement with Sage, the Sage specific BMS Support Desk is the first line of support for all Sage Intelligence Reporting end users and VARs. Sage Intelligence support will only be involved at a second line of support should Sage Support Desk require additional assistance. To support the end user or VAR directly would be breaching our SLA with the various Sage BMS Support Desks.

Services that should be provided by VARS

- Tangible Installations (Remote and On-site)
- Report Writing
- Import/ Exporting of Reports

3.6 Performance Related Issues (See Appendix A)

3.7 Other

- Running of Support Desk Reports
- Windows / OS Support
- Sage Intelligence will support the current released to market version of our CORE and 2 prior versions for the exception of Sage Intelligence Reporting 7.3

4.0 Service Details

4.1 Support Desk Operating Hours

The Sage Intelligence Support Desk is available on Monday (GMT+2) from 8:00 until 17:00; Tuesdays to Thursdays from 8:00 to 19:00 and Fridays from 8:00 until 16:00.

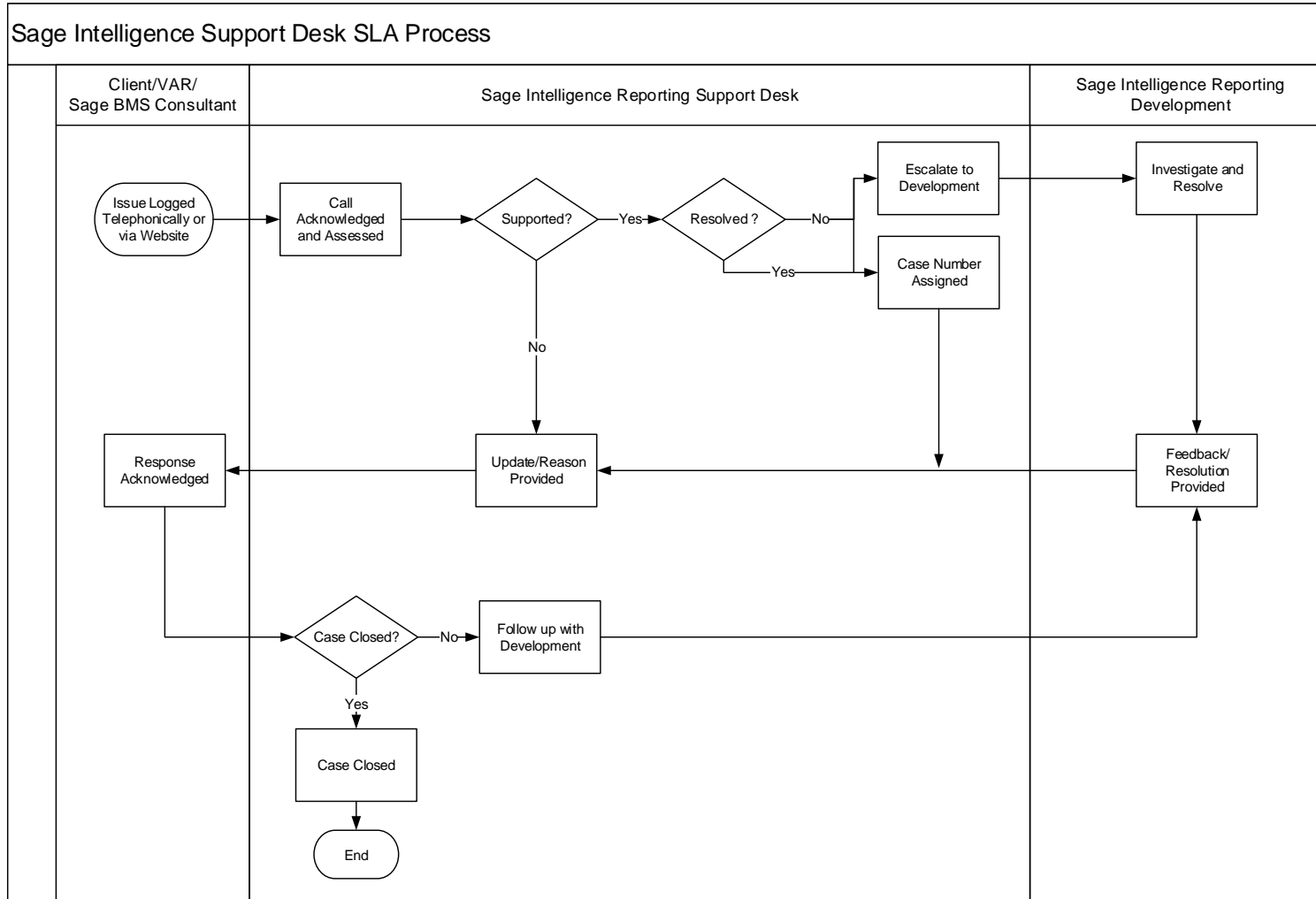
4.2 Service Access

Sage Intelligence Support Desk is accessible via phone and e-mail only:

Phone – Call: +27 (31) 537 7244

E-mail – Send a message to support@Intelligence.com

5.0 Sage Intelligence Support Desk Process



1. The Sage Intelligence Support Desk will be the only point of entry for any Sage Intelligence Reporting related support issue. All calls are to be logged through the Sage Intelligence Support Pre-Requisite form.
2. Every call will be logged and assigned a unique case number within 2 hours of the call being raised.
3. All activity and communication on the case will be recorded against the assigned case number.
4. Should the call relate to an unsupported service the call will be referred to the VARs' by e-mail immediately after the Software Support Analyst realises it needs to be referred.
5. If the Support Desk is unable to resolve the problem after performing all steps within their knowledge to resolve the problem, the call will be escalated to the Sage Intelligence development team.
6. Daily updates will be provided should the issue not be resolved on the day it was raised.
7. On receiving the resolution the VAR/Customer is to acknowledge the resolution in order for the case to be closed by the Sage Intelligence Support Desk.
8. Should Sage Intelligence not receive a response from the client according to the following scenarios after a resolution has been sent the call will be closed:
 - High priority issues - 4 day resolution response time has elapsed
 - Medium to Low priority - 2 day resolution time has elapsed
 - Answer to a query – 1 day resolution response time has elapsed

6.0 Appendix A: Sage Intelligence Performance Support

Performance can be adversely affected by a number of factors.

1. Hardware
2. Network
3. Database Server tuning
4. Concurrency issues
5. Load
6. Data volumes
7. Report Design (particularly SQL)

If performance issues arise where poor Report Design is the cause of poor performance then it is Sage Intelligence's responsibility to address.

Where Hardware, Network, Database Server tuning or Concurrency are the possible causes then it is not the responsibility of Sage Intelligence Support Desk to resolve the issue but rather to prove that the performance problem is related to one of these areas and thereafter to close the case allowing the partner to make decisions on how to progress.

Certainly the Hardware on the database servers must at least be above the minimum suggested specification required to run the Database Server. Also the Hardware on client machines must be at least running the recommended Hardware configuration for the version of Excel that they are running.

If the area of performance degradation is primarily during the Query Execution phase of a report then it is recommended that the report be run in a SQL Debug mode and the queries be copied and run in Query Analyzer (for SQL Server) or the equivalent Query tool. If the queries are well designed but run slow in the Query tool then it is likely that the problem lies with the performance of the database server. This can at very least eliminate the Sage Intelligence software itself being the cause of the poor performance, but cannot eliminate the actual SQL query.

To eliminate the query design as the performance factor it is often required to replicate an environment with the actual client data and then to perform performance testing in that environment. If performance is not a problem on the client's data in this environment then it is usually likely to be a problem in the customer's database environment.

Where concurrency issues are suspected it may be necessary to involve the Vendor of the ERP system in use to assist in the support case and a collaborative effort to attempt to understand the source of the performance issue will be needed.