



# SMART 5 Consulting Limited

## Service Level Agreement

t: +44(0) 20 3686 6135  
m: +44(0) 780 944 9726 [Syed]  
w: <https://www.smart5.co.uk>  
e: [syed@smart5.co.uk](mailto:syed@smart5.co.uk), [info@smart5.co.uk](mailto:info@smart5.co.uk)

<b>Version / Quality control</b>	<b>2</b>
<b>Agreement Overview</b>	<b>2</b>
<b>Goals &amp; objectives</b>	<b>2</b>
<b>Stakeholders</b>	<b>3</b>
<b>Periodic Review</b>	<b>3</b>
<b>Service Agreement</b>	<b>4</b>
Service Scope	4
Customer Requirements	4
Service Provider Requirements	4
Service Assumptions	4
<b>Service Management</b>	<b>5</b>
Service Availability	5
Raising a ticket	5
Service Requests	5
Response time	6
Resolution time	7
Escalation Procedure	7
<b>Contact us</b>	<b>8</b>

# Version / Quality control

Version Number	Revision date	Key information on changes from previous version	
1.0	01-03-2022		

## 1. Agreement Overview

The purpose of this Service Level Agreement (“**SLA**” or “**Agreement**”) is to outline the working practices and the standards of service we provide by Smart 5 Consulting Limited (“**the Agency**”) to our customers (“**the client**”).

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

## 2. Goals & objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent digital development service support and delivery to the Customer(s) by the SMART5. The goal of this Agreement is to obtain mutual agreement for digital development service provision between SMART5 and Customer(s).

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

### 3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

Digital Development Service Provider(s): SMART 5 Consulting Limited aka **SMART5** (“Provider”)  
The Customer(s): **You** (“Customer”)

### 4. Periodic Review

This Agreement is valid from the Effective Date outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Business Relationship Manager (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager:	SMART5 + Nominated person
Review Period:	Bi-Yearly (6 months)
Previous Review Date:	Mar 1, 2022
Next Review Date:	Mar 1, 2022



## 5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement:

### 5.1. Service Scope

The following Services are covered by this Agreement;

- Manned telephone support
- Monitored email support
- Digital development service
- Digital Development Service related incident or request
- Planned or Emergency assistance
- Monthly system health check

### 5.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval and/or at the contract agreement stage.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

### 5.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

### 5.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

## 6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

### 6.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support : 9:00 A.M. to 5:30 P.M. GMT Monday – Friday
- Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
- Email support: Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday
- Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Onsite assistance guaranteed within 72 hours during the business week

Out of office hours and weekend communication channel monitoring is available at additional costs.

### 6.2. Raising a ticket

In advance of contacting our support team, we encourage our clients to ensure that you have taken the following steps:

- Ascertain the issue is not related to the browser cache and/or system specific.
- Prepare to advise the support team of all the details of the issue including error messages and browser versions, where possible capture the screen for us to see the errors more clearly
- Provide the steps to reproduce the issue.
- Provide relevant URLs, login information or IP addresses

### 6.3. Service Requests

In support of services outlined in this Agreement, the service provider will respond to service related incidents and/or requests submitted by the customer within the following time frames:

The priority of an issue to be dealt with will be based on the triage process of both the client and Smart 5.

Severity Level	Description	Target Response time
P1	CRITICAL: Serious impact on day-to-day business activities through the digital services provided and/or supported by us while no work around is available. An example a website or server is down	Immediate
P2	MAJOR: Potential impact on day-to-day business activities and/or partial operational business critical standard functionalities. This may include issues causing end users inconvenience An example a page on the website is not showing	4 Hours
P3	MINOR: No impact to day to day business activities and business critical functionalities. Issues that do not cause any immediate impact to day-to-day business activities.	24 Hours
P4	General enquiries and/or Cosmetic support issues that do not affect operations	48 Hours

## 6.4. Response time

Our response is measured from when an issue has been raised to Smart5 within usual business hours outlined in service availability. Once the request comes into our system through our communication channels, we will send an acknowledgment response usually within 8-24 business hours. This will be followed by a risk assessment by our internal team members. Based on the assessment, we will triage the incident and reprioritize the situation. A new case and a reopened case are treated separately.

## 6.5. Resolution time

We aim at resolving all the issues raised by our clients immediately depending on sufficient information outlined in 6.2. Once the issue is raised, we will triage the case based on the severity highlighted by the client along with inputs from our internal technical experts. Based on the technical investigation, we may reprioritize the ticket/issue.

## 6.6. Escalation Procedure

Below is our typical timescale for escalating or fixing cases. Since each case is dealt with based on its own complexity, the handle time may vary case-by-case. We aim at early investigation and escalation to ensure that we resolve the case sooner.

Handling time	Support Escalation
1 day	1st line support
2-3 days	2nd line support
3-5 days	3rd line support

A client may choose to re-prioritize a case. Just reach out to our support channels and we will be happy to help.

# Contact us

Following are the available contact methods

## Support Team

Email [support@smart5.co.uk](mailto:support@smart5.co.uk)

Phone 020 3686 6135

## Sales Team

Email [sales@smart5.co.uk](mailto:sales@smart5.co.uk)

Phone 020 3686 6135

## Key Team Members

Syed Abdul Quader Quadri CEO

