

My Finance HTML 5 Support

What the SOW is

Instance: My Finance HTML 5 Support

Summary: Support for the HTML and Kendo code used in the following Kendo applications. Please note this is for the support of the code only :

- My Finance

KTSL Product Support

This section outlines how KTSL provide product support for the Datacentre Application product. It includes contacts, escalations and related SLA's.

Added value KTSL:

- Platinum Partner / Platinum level of certified professionals
- Cross Pillar Support (not just Digital Service Management but whole BMC suite)
- Over 60 customers under support (globally)
- Over 50 customers currently under KTSL Product Support (across the KTSL Product range)
- Over 80 customers using our consultancy services
- Manage three of BMC's largest global accounts (Unilever, Ministry of Defence and Bank Of England)
- BMC Tech Partner (invited to input to BMC roadmap and on the technology advisory board)
- We have 20 people to manage calls 1st line calls
- Our level of knowledge within our Professional Services team is extremely high, including the latest Helix platform
- Internal Innovation and Product Development stream (our own IP)
- Over 20 years established partner
- Offices in the UK, Ireland, India and Czech Republic
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Support / Model

Support is provided primarily out of Corsham office. For secure UK customers, support is ONLY provided out of the UK offices at Corsham and Egham. No offshore resource is used if requested. The below documents our support SLA's and escalations for all Product support.

Standard Support

8 AM to 6 PM, Monday to Friday
Time is based on GMT.

Support SLA – Response

All response times are during the selected hours of support.

- Severity 1 = 1 Clock Hour
- Severity 2 = 4 Business Hours
- Severity 3 = 8 Business Hours
- Severity 4 = 12 Business Hours

Raising an Incident

The person raising the incident will be asked to provide the following information:

- Customer name
- Contact details – telephone & email address
- A full description, including all error messages of the problem
- Severity of incident (For Severity One calls then please also call 0845 034 8001)

Once logged on the system, an incident ID will be provided, which should be quoted in all subsequent correspondence. When you report an incident, or ask a question of KTSL Technical Support, a case is created with an associated priority.

The Severity codes and definitions are provided below. Based on the priority of your case, a Technical Support Analyst (TSA) will respond and will work with you to resolve your incident based on the criteria:

Severity 1 Critical

Issue critically affects the primary business service, major application, or mission critical system. A Severity 1 is a complete loss of service. For example a Severity 1 would indicate that the entire application is unavailable.

Characteristics of a Severity 1 issue include:

- Business service is not operational
- Production system crashes
- Data integrity at risk
- Production backup and recovery operations fail

Severity 2 Significant

The business service, major application, or system is seriously affected, or implementation stopped. No acceptable workaround is available. For a Severity 2 parts of the application maybe operational. Using the example for the Severity 1. A Severity 1 would indicate that the entire portal is unavailable, where as a Severity 2 may indicate 1 customer cannot use it but it's operational for another.

Severity 3 Moderate

The business service, major application, or system is moderately impacted, no data has been lost, and the business service, application, or system is still functioning. The issue may be temporarily circumvented using an available workaround.

Severity 4 No Service Impact

Non-critical issues, general questions, enhancement requests, or documentation issues
Escalation Policy for all Incidents.

KTSL Support monitors all incidents internally and should an incident not conform to the SLA determined in this Support Contract, then the Support Manager is notified, and automatic escalation occurs.

If for any reason the client feels the incident is not progressing in the manner expected, then an escalation can be made to the Support Manager and Account Manager in the first instance; this escalation can occur at any stage and should be detailed in the incident.

An incident can also be raised in Severity (subject to the criteria above) by the client using Self-Service Portal or by emailing into the KTSL Support using the Incident ID provided when the case was initiated.

The following table shows the automated process of escalations that occur within the helpdesk.

Escalation	Severity 1	Severity 2	Severity 3	Severity 4
Call logged	Email All support, Customer instructed to call	Email All support	Email All support	Email All support
Opened State	Escalate 50%,75%,100% of Due date	Escalate 50%,75%,100% of Due date	Escalate 50%,75%,100% of Due date	Escalate 50%,75%,100% of Due date
When Assigned	Email All support and Account manager & Directors	Email Assignee	Email Assignee	Email Assignee
Escalated to management	Email management if not updated in 4 hours	Email management if not updated in 24 hours days	Email management if not updated in 2 days	Email management if not updated in 3 days

Support / Contacts

How to Contact

- KTSL Support Self Service: ktsl.force.com (preferred)
- Telephone: 0845 034 8001
- Email: support@ktsl.com
- Support Manager: Dave Round
dave.round@ktsl.com
- PS Manager: Tim McCue
tim.mccue@ktsl.com

Escalations

- CTO: Aaron Perrott
aaronp@ktsl.com
- Account Manager: Mark Robinson
mark.robinson@ktsl.com

What the cost is

Requirement	Period
My Finance HTML 5 Kendo Support (12 Months)	12 Months
Cost	£1,700

Sign off box

All prices are in UK Sterling excluding VAT. Expenses will be a separate line on the purchase order in addition to the Fixed Price.

This change request dated 22nd December 2020 entered into pursuant to, and is governed by, the terms and conditions stated in the Service Agreement dated 27th September 2014 (the Agreement) and any amendments to the Agreement thereof by and between KTSL and Unilever UK, Central Resources Limited. Capitalised terms used herein but not defined shall have the meanings assigned to such terms in the Agreement.

KTSL Signature: A.S. Perrett

Name: _____ Position: _____ Date: _____

Unilever Signature: S. Weeks

Name: Simon Weeks Position: _____ Date: _____

DocuSigned by:
F0B4249810B54A0

Certificate Of Completion

Envelope Id: 85BB8D89DEB24EAAB1339BEC6348D47A

Status: Completed

Subject: [External] - FW: My Finance HTML 5 Support Renewal

Microsoft Power Automate Trigger:

Source Envelope:

Document Pages: 4

Signatures: 1

Envelope Originator:

Certificate Pages: 1

Initials: 0

Kumara

AutoNav: Enabled

Unilever House

EnvelopeId Stamping: Enabled

100 Victoria Embankment

Time Zone: (UTC+08:00) Taipei

London, London EC4Y 0DY

Kumara.Arunagiri@unilever.com

IP Address: 64.207.219.8

Record Tracking

Status: Original

Holder: Kumara

Location: DocuSign

1/19/2021 7:12:15 PM

Kumara.Arunagiri@unilever.com

Signer Events

Simon Weeks


simon.weeks@unilever.com

Procurement Manager

Unilever U.K. Central Resources Limited

Security Level: Email, Account Authentication
(None)

Signature

DocuSigned by:

F0B4249810B54A0...

Signature Adoption: Uploaded Signature Image
Using IP Address: 79.70.227.25

Timestamp

Sent: 1/19/2021 7:14:07 PM

Viewed: 1/20/2021 3:57:28 PM

Signed: 1/20/2021 3:57:38 PM

Electronic Record and Signature Disclosure:

Not Offered via DocuSign

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Sent

Hashed/Encrypted

1/19/2021 7:14:07 PM

Certified Delivered

Security Checked

1/20/2021 3:57:28 PM

Signing Complete

Security Checked

1/20/2021 3:57:38 PM

Completed

Security Checked

1/20/2021 3:57:38 PM

Payment Events

Status

Timestamps