

# Service Level Agreement

for GEOLYTIX MAPP

GEOLYTIX include a standard technical support program as part of the annual subscription to GEOLYTIX MAPP; this is detailed below.

GEOLYTIX also offer a premium support service, bespoke to the client, which offers proactive account care, a dedicated account manager and support days for use in developing bespoke functionality. Please contact GEOLYTIX for further details.

## Standard Technical Support

Support is available during business hours:

Europe, Middle East and Africa - 9AM to 6PM GMT

Asia Pacific - 8AM to 5PM Singapore time

Issues and queries should be emailed to [support@geolytix.co.uk](mailto:support@geolytix.co.uk), a monitored email support. Clients can also contact their account manager by email or phone.

## Supported Issues

- Problems or defects in GEOLYTIX MAPP. For example, for all users the application launches but is unable to connect to the underlying databases
- Configuration and ‘How to’ questions
- Implementing planned data updates to GEOLYTIX datasets

## Examples where Premium Support Required:

- Feature enhancements or change to the product design
- Integration with third party software
- Bespoke Reporting
- Client data uploads not specified in the original agreement

Calls and emails will be fielded and classified by severity as shown below:

Critical	GEOLYTIX MAPP is inaccessible to all users
High	Issues with severe performance impact or features not operating as documented, that impact a majority of users
Medium	Issues with performance impact or features not operating as documented, that impact a minority of users
Low	How to questions and issues with performance impact or features not operating as documented, that impact a small minority of users

## Target Response Times

Severity	Target Response Time	Issue Update Frequency
Critical	8 working hours	24 hours
High	12 working hours	24 hours
Medium	16 working hours	48 hours
Low	Weekly	Weekly