

Clear View System's SLA

A Service Level Agreement (SLA) is a negotiated agreement between you and the service provider (Clear View Systems Ltd.). Signing an SLA with us will ensure that you can continue to receive quality service and support from our staff when you need it. Furthermore, our SLA pricing is very affordable. But wait, there's more to it...



What is Included in the SLA?

- **Online help and training:** helping your staff by training them using audio/video and chat software (Skype) and remote access software such as TeamViewer.
- **Troubleshooting:** We can remotely connect to your computers in a few minutes and offer live help to your staff or troubleshoot any problems. Troubleshooting scenarios may include: data integrity testing, helping your staff with their questions, restoring the database after a power failure.
- **Remote Installation,** setup, and configuration: Installing database, setting up automatic printing, scanner integration for photo ID capture, setting up backup schedules, configuring server and client preferences.
- **Phone support:** You and your staff can call us during our extended business hours (7:30 AM to 8:30 PM pacific time)
- **Email Support:** Feel free to send your technical questions any time of the day to: support@clearviewsys.com. We will make sure to return your email on the same day. You can also send us your feedback and feature requests to: feedback@clearviewsys.com
- **CurrencyXchanger Updates:** Unlike most standard SLAs, our SLA includes a license for upgrades of CurrencyXchanger free of any additional charge. You never have to worry about your data files being outdated. Almost every eight to twelve weeks, we release a newer and improved version of CurrencyXchanger.

Additional services included as part of your SLA:

- **OFAC and OSFI sanction lists:** As part of your SLA agreement, you are granted access to the most updated sanction lists. Your compliance officer can feel comfortable knowing that every time a new customer (individual or company) is added to the database, their name is checked against the most up to date OFAC and OSFI list.
- **Currency Rate Server:** Access to live market data from a reliable source is a great but rather costly investment for your business. As part of your SLA agreement, you can continue to receive free market rates for almost all currencies as well as gold, silver, and platinum. Our currency rate server is connected to Xignite.com to receive up to date market data. Xignite is the leading market data provider for many financial corporations including Wells Fargo, Citi bank, and ING Direct.

24 Hours x 7 Days Call Center

At Clear View Systems, we are very serious about customer support. Feel free to contact our friendly call center in North America anytime you wish. When you need technical support, our call center will ensure that you get priority attention by directing your call to the right person.

