

SCHOLARIX

IT GLOBAL CONSULTANTS

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SERVICE LEVEL AGREEMENT

CUSTOMER INFORMATION

Company Name:	[CLIENT_COMPANY_NAME]
Contact Person:	[CLIENT_CONTACT_NAME]
Position:	[CLIENT_POSITION]
Address:	[CLIENT_ADDRESS]
Email:	[CLIENT_EMAIL]
Phone:	[CLIENT_PHONE]

SERVICE PROVIDER

Company:	Scholarix Global Consultants
Contact Person:	[PROVIDER_CONTACT_NAME]
Position:	[PROVIDER_POSITION]
Address:	Connaught Palace Hotel Dubai Abu Baker Al Siddique St, Entrance 1, 5th level #501 - Deira - Dubai, UAE
Email:	info@scholarixglobal.com
Phone:	+971 54 342 3029

DATE OF ENGAGEMENT

Agreement Date:	[AGREEMENT_DATE]	Effective Date:	[EFFECTIVE_DATE]
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Project Duration:	<div>[PROJECT_DURATION]</div>	Expected Completion:	<div>[COMPLETION_DATE]</div>
Agreement ID:	<div>SLA/[PROJECT_CODE]/[YEAR]</div>		

SCOPE OF WORK & SERVICE TIERS

Pricing Tiers & Discount Adjustment Policy

Service levels and deliverables are directly tied to investment level:

Premium Tier (90-100% of quoted price):

Full scope, priority support, extended warranty

Standard Tier (70-89% of quoted price):

Core deliverables, standard timeline, basic warranty

Essential Tier (50-69% of quoted price):

Minimum viable scope, extended timeline, limited support

Below 50%:

Separate negotiation required with significant scope reduction

Project Type

- ☐ Odoo ERP Implementation (Complete)
- ☐ Software Implementation & Integration
- ☐ AI Automation Solutions
- ☐ Custom Software Development
- ☐ IT Consulting & Advisory
- ☐ Other:

[SPECIFY]

Premium Tier Services (90-100% Investment)

- Comprehensive system analysis and requirements gathering

- Software installation, configuration, and optimization
- Complete data migration with validation and backup
- Comprehensive user training (hours for users)
- Extensive testing, quality assurance, and performance optimization
- 24/7 go-live support (days)
- Extended post-implementation support (days)
- Complete documentation, knowledge transfer, and training materials
- Custom reports, dashboards, and advanced analytics
- Advanced workflow configuration and automation

Standard Tier Services (70-89% Investment)

- System analysis and basic requirements gathering
- Software installation and configuration
- Data migration from existing systems
- User training (hours for users)
- Testing and quality assurance
- Go-live support (days)
- Post-implementation support (days)
- Basic documentation and knowledge transfer
- Standard reports and dashboards
- Basic workflow configuration

Essential Tier Services (50-69% Investment)

- Basic system analysis (client provides detailed requirements)
- Software installation (standard configuration only)
- Basic data migration (client prepares clean data)
- Limited training (hours for users)
- Basic testing (client conducts UAT)
- Remote go-live support (day)
- Limited post-implementation support (days)
- Basic system documentation only

Excluded Services (Require Separate Agreement)

- Custom module development beyond standard features
- Third-party system integrations not in original scope
- Hardware procurement and installation
- Network infrastructure setup
- Data cleanup and preparation services
- Additional training beyond included hours
- Custom reports beyond standard templates
- Modifications to core software functionality
- Ongoing maintenance after support period

Discount Policy & Scope Adjustment

- **Service tier automatically adjusts based on final agreed price**
- All customizations quoted separately at hourly rates regardless of tier
- Written approval required before any additional work begins
- Minimum billing: 4 hours for development, 2 hours for consulting
- Custom work and tier downgrades may extend project timeline by 20-50%
- Additional costs payable before work commencement
- **Timeline extensions due to budget constraints are non-negotiable**

PROJECT TIMELINE

PHASE 1: DISCOVERY & ANALYSIS

Duration: weeks

Deliverables: Requirements document, project plan, system design

Client Dependencies: Stakeholder availability, data access, requirements approval

PHASE 2: SYSTEM CONFIGURATION

Duration: weeks

Deliverables: Configured system, test environment setup

Client Dependencies: Regular feedback, test data provision, design approvals

PHASE 3: DATA MIGRATION & TESTING

Duration: weeks

Deliverables: Migrated data, tested system, user acceptance testing

Client Dependencies: Data validation, testing participation, issue feedback

PHASE 4: TRAINING & GO-LIVE

Duration: weeks

Deliverables: Trained users, live system, operational procedures

Client Dependencies: User participation, change management, system adoption

PHASE 5: POST-IMPLEMENTATION SUPPORT

Duration: weeks

Deliverables: Stabilized system, resolved issues, final documentation

Client Dependencies: Issue reporting, user feedback, operational data

Timeline Conditions & Budget Impact

- Timeline assumes client dependencies are met as scheduled
- Delays caused by client actions may extend project duration

- Scope changes will impact timeline and require written approval
- **Discounted projects automatically receive extended timelines (20-50% longer)**
- **Essential tier projects are deprioritized during peak periods**
- Force majeure events may necessitate timeline adjustments
- Weekly progress reports provided to track milestone completion

Resource Allocation by Tier

- **Premium Tier:** Senior team members, priority scheduling, dedicated resources
- **Standard Tier:** Mixed team experience, standard scheduling, shared resources
- **Essential Tier:** Junior team members, flexible scheduling, shared resources

Team composition directly impacts deliverable quality and timeline.

Client Responsibilities (Critical for Timeline)

- ✓ Assign dedicated project manager with decision-making authority
- ✓ Provide timely approvals and feedback (within 3-5 business days)
- ✓ Ensure stakeholder availability for meetings and reviews
- ✓ Provide clean, complete data in agreed formats on schedule
- ✓ Grant necessary system access and security permissions
- ✓ Participate actively in testing and training sessions
- ✓ Communicate changes or issues promptly
- ✓ Complete user acceptance testing according to provided scripts

CONFIDENTIALITY & DATA PROTECTION

Mutual Non-Disclosure Agreement

Both parties agree to maintain strict confidentiality regarding:

- Business strategies, processes, and proprietary information
- Technical data, system configurations, and implementations
- Financial information, pricing, and commercial terms
- Customer data, user information, and business records
- Any information marked or reasonably considered confidential

Provider Commitments

- ✓ Implement appropriate technical and administrative safeguards
- ✓ Limit access to authorized personnel with signed confidentiality agreements
- ✓ Use client data solely for agreed service delivery purposes
- ✓ Return or securely destroy confidential information upon project completion
- ✓ Comply with UAE data protection laws and international standards
- ✓ Maintain encrypted data transmission and secure storage protocols
- ✓ Provide immediate notification of any suspected data breaches

Client Commitments

- ✓ Protect Provider's methodologies, tools, and proprietary processes
- ✓ Not disclose Provider's pricing, techniques, or business information
- ✓ Ensure internal team members sign confidentiality agreements
- ✓ Maintain appropriate security measures for shared information

Intellectual Property Rights

- Provider retains rights to pre-existing IP, methodologies, and standard tools
- Client retains rights to their data, business processes, and custom configurations
- **Custom developments become client property upon FULL payment only**
- **Discounted projects: Provider retains rights to reusable components**
- **Essential tier: Provider may reuse all custom configurations for other clients**
- Both parties may use general knowledge gained for future projects
- Provider may reference project in marketing materials and case studies
- Neither party may use the other's trademarks without written permission

Data Security Measures

- 256-bit SSL encryption for data transmission
- AES-256 encryption for data storage
- Regular security assessments and updates
- Secure development and testing environments
- Staff background checks and confidentiality training

CONFIDENTIALITY TERM: These obligations survive for 5 years after project completion or agreement termination.

FINANCIAL TERMS & PAYMENT

Project Investment

Base Quote Value:	<div>[BASE_AMOUNT] AED</div>	Final Agreed Value:	<div>[FINAL_AMOUNT] AED</div>
Service Tier:	<div>[PREMIUM/STANDARD/ESSENTIAL]</div>	Currency:	UAE Dirhams (AED)
VAT:	5% (if applicable under UAE VAT law)	Discount Percentage:	<div>[X]%</div>

Payment Structure Options

OPTION A - MILESTONE PAYMENTS

- ☐ Down Payment:

[X]%

 upon agreement signing =

[AMOUNT]

 AED
- ☐ Phase 1 Completion:

[X]%

 =

[AMOUNT]

 AED
- ☐ Phase 2 Completion:

[X]%

 =

[AMOUNT]

 AED
- ☐ Go-Live:

[X]%

 =

[AMOUNT]

 AED
- ☐ Final Payment:

[X]%

 upon project completion =

[AMOUNT]

 AED

OPTION B - UPFRONT + BALANCE

- ☐ Down Payment:

[X]%

 upon signing =

[AMOUNT]

 AED
- ☐ Final Payment:

[X]%

 upon completion =

[AMOUNT]

 AED

OPTION C - MONTHLY INSTALLMENTS

- ☐ Down Payment:

☐ Monthly Payments:

Customization Rates (Separate Billing)

Role	Rate per Hour
Senior Consultant	<input aed<="" td="" type="text" value="[RATE]"/>
Technical Developer	<input aed<="" td="" type="text" value="[RATE]"/>
Project Manager	<input aed<="" td="" type="text" value="[RATE]"/>
Training Specialist	<input aed<="" td="" type="text" value="[RATE]"/>

Minimum billing: 4 hours for development, 2 hours for consulting

Payment Terms

- Payment Due: 15 days from invoice date
- Late Payment: 1.5% per month after 30 days
- Accepted Methods: Bank transfer, company check, credit card
- Bank Details:
- All payments in agreed currency
- Client responsible for bank transfer fees

Change Order Process

Step 1:

Client requests additional work in writing

Step 2:

Provider provides written estimate within 2 business days

Step 3:

Client approves estimate and timeline impact

Step 4:

Formal change order issued and signed

Step 5:

Payment terms agreed before work begins

Step 6:

No additional work without written approval

Refund & Termination Policy

- Down payments non-refundable after work commences
- Refunds calculated based on work completed if terminated early
- No refunds for client-caused project cancellation
- **Discounted projects: 30-day notice required for termination**
- **Essential tier projects: No refunds after 50% completion**
- Early termination fee: 15% of remaining contract value
- All work products remain property of Provider until full payment
- Dispute resolution through agreed procedures

PERFORMANCE STANDARDS

Service Level Commitments

PREMIUM TIER PERFORMANCE STANDARDS

- ✓ On-time milestone delivery: 95% (excluding client delays)
- ✓ User acceptance test pass rate: 98%
- ✓ System uptime post go-live: 99.5% during business hours
- ✓ User training satisfaction: 4.5/5.0 rating
- ✓ Issue resolution within agreed timeframes
- ✓ Dedicated project manager and senior consultants

STANDARD TIER PERFORMANCE STANDARDS

- ✓ On-time milestone delivery: 85% (excluding client delays)
- ✓ User acceptance test pass rate: 95%
- ✓ System uptime post go-live: 99% during business hours
- ✓ User training satisfaction: 4.0/5.0 rating
- ✓ Issue resolution within standard timeframes

ESSENTIAL TIER PERFORMANCE STANDARDS

- ✓ On-time milestone delivery: 75% (excluding client delays)
- ✓ User acceptance test pass rate: 90%
- ✓ System uptime post go-live: 97% during business hours
- ✓ User training satisfaction: 3.5/5.0 rating
- ✓ Best-effort issue resolution

Tier-Based Support Response Times

Priority Level	Premium Tier	Standard Tier	Essential Tier
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Critical (System Down)	1 hour / 4 hours	2 hours / 8 hours	4 hours / 24 hours
High (Major Function)	2 hours / 12 hours	4 hours / 24 hours	8 hours / 3 days
Medium (Minor Issues)	4 hours / 1 day	8 hours / 3 days	24 hours / 5 days
Low (General Inquiries)	8 hours / 2 days	24 hours / 5 days	48 hours / 10 days

Format: Response Time / Resolution Time

Communication Standards

- ✓ Weekly progress reports during implementation
- ✓ Immediate notification of any project risks or delays
- ✓ Regular stakeholder meetings as agreed
- ✓ 48-hour response to client communications
- ✓ Dedicated project manager throughout engagement

Warranty Period

- 90 days post go-live for implementation defects
- Free bug fixes and system stabilization included
- Additional support available under separate agreement
- Training support for 30 days post go-live

Performance Remedies

If service levels not met due to Provider fault:

- Service credits applied to final invoice
- Extended warranty period at no cost
- Additional support hours at no charge
- Remediation plan with timeline for resolution

RISK ALLOCATION

Provider Responsibilities & Risks

- ✓ Technical implementation according to specifications
- ✓ Professional service delivery by qualified staff
- ✓ Project management and timeline coordination
- ✓ Quality assurance and testing procedures
- ✓ Knowledge transfer and documentation
- ✓ Compliance with agreed service levels
- ✓ Data security during project execution

Client Responsibilities & Risks

- ✓ Business process decisions and change management
- ✓ Data accuracy, completeness, and preparation
- ✓ User adoption and organizational change
- ✓ Infrastructure readiness and system access
- ✓ Timely decision making and approvals
- ✓ Testing participation and feedback provision
- ✓ Post-implementation system administration

Shared Risks

- External system integration complexities
- Third-party software limitations or changes
- Unforeseen technical discoveries during implementation
- Force majeure events affecting project execution

Liability Limitations (UAE Law Compliant)

- Total liability limited to total contract value
- No liability for indirect, consequential, or punitive damages
- Exceptions for gross negligence, willful misconduct, or IP infringement

- Both parties maintain appropriate professional insurance
- Liability limitations don't affect indemnification obligations

Force Majeure

Neither party liable for delays due to circumstances beyond reasonable control:

- Natural disasters, pandemics, government actions
- Infrastructure failures, cyber attacks, utility outages
- Strikes, labor disputes, or material shortages
- Changes in applicable laws or regulations

DISPUTE RESOLUTION

Dispute Resolution Process (UAE Jurisdiction)

STEP 1: DIRECT NEGOTIATION (30 Days)

- Good faith discussions between project managers
- Escalation to senior management if needed
- Documentation of issues and proposed solutions
- Attempt to reach mutually acceptable resolution

STEP 2: MEDIATION (30 Days)

- Non-binding mediation through Dubai International Arbitration Centre (DIAC)
- Mutually agreed mediator or DIAC appointment
- Shared mediation costs
- Confidential proceedings

STEP 3: ARBITRATION (Final Resolution)

- Binding arbitration under DIAC Arbitration Rules
- Single arbitrator unless parties agree otherwise
- Proceedings in English language
- Seat of arbitration: Dubai, UAE
- Applicable law: UAE Federal Law and Dubai Local Law
- Arbitrator's decision final and enforceable

Legal Framework

- Governed by UAE Federal Law No. 5 of 1985 (Civil Code)
- Dubai Courts jurisdiction for enforcement
- UAE Commercial Companies Law applicable
- International arbitration treaties honored

- No class action participation

Interim Relief

Either party may seek urgent interim relief from Dubai Courts for:

- Intellectual property protection
- Confidentiality enforcement
- Payment collection
- Prevention of irreparable harm

SUMMARY

PROJECT OVERVIEW

Client:

Service:

Duration:

Investment:

AED

Payment:

Provider Commitments

- ✓ Professional implementation according to specifications
- ✓ Qualified team with appropriate expertise
- ✓ Regular communication and progress reporting
- ✓ Quality assurance and testing procedures
- ✓ 90-day warranty on implementation
- ✓ Confidentiality and data security compliance
- ✓ UAE law compliance in all activities

Client Commitments

- ✓ Timely payments according to agreed schedule
- ✓ Dedicated project stakeholder with authority
- ✓ Prompt feedback and decision making
- ✓ Active participation in testing and training
- ✓ Data provision and system access as needed
- ✓ Change management and user adoption support

Mutual Understanding

Both parties acknowledge:

- Project success depends on mutual cooperation
- Timeline assumes client dependencies are met
- Scope changes require written approval and may affect cost/timeline
- This agreement represents complete understanding between parties
- Disputes will be resolved through UAE legal framework
- Confidentiality obligations survive agreement termination

Risk Mitigation

- Clear scope definition prevents misunderstandings
- Defined payment structure protects both parties
- Regular communication ensures alignment
- Warranty period provides implementation assurance
- Dispute resolution process offers fair conflict resolution

SIGNATURES

By signing below, both parties acknowledge they have read, understood, and agree to be bound by all terms and conditions of this Service Level Agreement.

CLIENT ACCEPTANCE

[CLIENT_COMPANY_NAME]

Signature

Print Name

Title

Date

Company Seal:

SERVICE PROVIDER

SCHOLARIX GLOBAL
CONSULTANTS

Signature

Print Name

Title

Date

Company Seal:

Witness (Optional)

Signature

Signature

Print Name

Date

Print Name

Date

DOCUMENT CONTROL

Document Title:	Service Level Agreement Template
Version:	1.0
Created By:	Scholarix Global Consultants
Date:	<div>[CURRENT_DATE]</div>
Review Date:	<div>[REVIEW_DATE]</div>
Approved By:	<div>[APPROVER_NAME]</div>
Classification:	CONFIDENTIAL

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