**SCHOLARIX IT GLOBAL CONSULTANTS - SERVICE LEVEL AGREEMENT TEMPLATE**



**SCHOLARIX**

IT GLOBAL CONSULTANTS

Connaught Palace Hotel Dubai

Abu Baker Al Siddique St, Entrance 1, 5th level #501 - Deira - Dubai, UAE

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**SERVICE LEVEL AGREEMENT**

# CUSTOMER INFORMATION SERVICE PROVIDER

|  |  |
| --- | --- |
| **Company Name:** | [CLIENT\_COMPANY\_NAME] |
| **Contact Person:** | [CLIENT\_CONTACT\_NAME] |
| **Position:** | [CLIENT\_POSITION] |
| **Address:** | [CLIENT\_ADDRESS] |
| **Email:** | [CLIENT\_EMAIL] |
| **Phone:** | [CLIENT\_PHONE] |

|  |  |
| --- | --- |
| **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](mailto:info@scholarixglobal.com) |
| **Phone:** | +971 54 342 3029 |

# DATE OF ENGAGEMENT

|  |  |  |  |
| --- | --- | --- | --- |
| **Agreement Date:** | [AGREEMENT\_DATE] | **Effective Date:** | [EFFECTIVE\_DATE] |

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Duration:** | [PROJECT\_DURATION] | **Expected Completion:** | [COMPLETION\_DATE] |
| **Agreement ID:** | SLA/[PROJECT\_CODE]/[YEAR] | | |

# 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

[X]

* Comprehensive user training (

[X]

hours for

users)

* Extensive testing, quality assurance, and performance optimization
* 24/7 go-live support ( days)

[X]

* Extended post-implementation support ( days)

[X]

* 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

[X]

* User training (

[X]

hours for

users)

* Testing and quality assurance
* Go-live support ( days)

[X]

* Post-implementation support ( days)

[X]

* 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)

[X]

* Limited training (

[X]

hours for

users)

* Basic testing (client conducts UAT)
* Remote go-live support ( day)

[X]

* Limited post-implementation support ( days)

[X]

* 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

[X]

**PHASE 2: SYSTEM CONFIGURATION**

**Duration:**

weeks

**Deliverables:** Configured system, test environment setup

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

[X]

**PHASE 3: DATA MIGRATION & TESTING**

**Duration:**

weeks

**Deliverables:** Migrated data, tested system, user acceptance testing

**Client Dependencies:** Data validation, testing participation, issue feedback

[X]

**PHASE 4: TRAINING & GO-LIVE**

**Duration:**

weeks

**Deliverables:** Trained users, live system, operational procedures

**Client Dependencies:** User participation, change management, system adoption

[X]

**PHASE 5: POST-IMPLEMENTATION SUPPORT**

**Duration:**

weeks

**Deliverables:** Stabilized system, resolved issues, final documentation

**Client Dependencies:** Issue reporting, user feedback, operational data

[X]

## 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 Client 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
* 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

**OPTION C - MONTHLY INSTALLMENTS**

## Project Investment

|  |  |  |  |
| --- | --- | --- | --- |
| **Base Quote Value:** | [BASE\_AMOUNT] AED | **Final Agreed Value:** | [FINAL\_AMOUNT] AED |
| **Service Tier:** | [PREMIUM/STANDARD/ESSENTIAL] | **Currency:** | UAE Dirhams (AED) |
| **VAT:** | 5% (if applicable under UAE VAT law) | **Discount**  **Percentage:** | [X]% |

**Payment Structure Options**

**OPTION A - MILESTONE PAYMENTS**

* Down Payment:

AED

upon agreement signing =

* Phase 1 Completion:

=

AED

* Phase 2 Completion:

=

AED

* Go-Live:

=

AED

* Final Payment:

AED

upon project completion =

[AMOUNT]

[X]%

[AMOUNT]

[X]%

[AMOUNT]

[X]%

[AMOUNT]

[X]%

[AMOUNT]

[X]%

**OPTION B - UPFRONT + BALANCE**

* Down Payment:

upon signing =

AED

* Final Payment:

upon completion =

AED

[AMOUNT]

[X]%

[AMOUNT]

[X]%

**Step 3:**

* Down Payment:

upon signing =

AED

* Monthly Payments:

payments of

AED each

[AMOUNT]

[X]

[AMOUNT]

[X]%

## Customization Rates (Separate Billing)

|  |  |
| --- | --- |
| **Role** | **Rate per Hour** |
| Senior Consultant | [RATE] AED |
| Technical Developer | [RATE] AED |
| Project Manager | [RATE] AED |
| Training Specialist | [RATE] AED |

**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

[TO BE PROVIDED UPON AGREEMENT]

## Change Order Process

**Step 1:**

Client requests additional work in writing

**Step 2:**

Provider provides written estimate within 2 business days

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** |

|  |  |  |  |
| --- | --- | --- | --- |
| 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

**Client 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
* 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 Client 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
* 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**

Signature

Print Name

Title

Date Company Seal:

**[CLIENT\_COMPANY\_NAME]**

**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:** | [CURRENT\_DATE] |
| **Review Date:** | [REVIEW\_DATE] |
| **Approved By:** | [APPROVER\_NAME] |
| **Classification:** | **CONFIDENTIAL** |

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**Delivering Excellence in Technology Solutions | Your Trusted Technology Partner**