



Evosus® Software Support Service Level Agreement (SLA)

The Service Level Agreement (SLA) is provided during implementation and is available on our website at www.evosus.com/support/sla. The SLA begins the day after the Go-Live Date established during the initial Kick-Off meeting.

What do you get for your Support dollars?

- Access to online Evosus Support Center
- Email & Phone Support*
- Issue tracking and reporting
- Service Level Agreement (SLA)
- Access to Evosus product experts
- Access to Evosus software updates and release notes

Contacting Evosus Support

Email - support@evosus.com

You can email us anytime during regular business hours. We are committed to a quick response and quality resolution according to the SLA. We encourage you to email Support since your question is automatically entered in our issue tracking software. You will receive an email confirmation of your ticket within one hour.

Phone - (360) 735-9510

You can call us anytime during regular business hours. We encourage you to leave a message if a Support Specialist is not immediately available. We check voicemail regularly and return calls based on the order they are received and according to the SLA.

Support Hours

Monday – Friday
6:00am – 5:00pm PST

After-hours support is available for system down situations. A system down situation is defined as severity level 1 where no users can access Evosus.

Emergency Contact Number: (360)831-3703

*This Service Level Agreement applies to software support only and does not include Network support services. Network Support is billable at a rate of \$125/hour and may be contracted out to Evosus Solutions.



Customer Responsibilities

Train-the-Trainer -The most efficient way for you to receive fast assistance is to identify key personnel in your company that will be trained as the go-to people for your internal employees and serve as the primary contact(s) for Evosus. These employees should be included in all training classes during Implementation.

Submitting Issues - To ensure the most efficient delivery of services, we require all clients to adhere to the following methods of submitting issues based on Severity as defined below.

When requesting ticket status, please refer to the ticket number provided at the time the issue was submitted.

Severity	Submission Method	Initial Response	Notification	Resolution
1	Call (866)235-5103 immediately and notify operator of severity	Immediate	Evosus will be in regular communication with the client.	As soon as possible to minimize impact to customer
2	Call (866)235-5103 or send email to support@evosus.com	Within 1 hour	Evosus will provide status updates every 4 hours or upon request.	Reason for error will be determined and a fix date provided to client within 1 business day.
3	Send email to support@evosus.com	Within 1 hour	Evosus will provide status updates upon request.	Instructions, information or confirmation of ER submission will be sent to client within 1 business day.
4	Send email to support@evosus.com	Within 1 hour	Evosus will provide status updates upon request.	Confirmation of submission to Product Mgt will be sent to client within 2 business days.
5	Send email to support@evosus.com	Within 1 hour	Evosus will provide status updates upon request.	Confirmation of submission to Product Mgt will be sent to client within 2 business days.

*Evosus reserves the right to designate issue severity when in question and will provide short term workarounds if any exist. Some severity level 1 or 2 issues may extend beyond the SLA resolution date if it is difficult to reproduce the issue or development is required. We will do our best to resolve all severity level 1 and 2 issues as quickly as possible.

Definition of Severities

1. Cannot login to Evosus Business Management Software
2. High impact bug or error is preventing use of core software features.
3. General "How To" questions regarding features in the software. Also includes acknowledgment of Enhancement Requests (ER).*
4. Bug or error that can be duplicated, but is low impact and not widespread.
5. Bug or error that cannot be duplicated by client or Evosus Support

* ERs are submitted to Product Management for consideration in future releases; however, there is no guarantee if or when an ER will be completed.



Evosus Responsibilities

Initial Response - Upon receipt, the issue will be logged in our ticket tracking system and a response that includes the ticket number will be given to the client.

Notification – For high severity issues (level 1 – 2), status updates will be provided to the primary contacts by phone. Lower level severity issues will receive email and/or phone updates. We will generally respond to the client in the same way we received the issue, whether that was email or phone.

Resolution – Evosus will continue to work on the issue according to the above schedule until the problem is resolved or submitted to Product Management.

Enhancement Requests – Evosus values user input and welcomes enhancement requests. An enhancement request is a new feature or process you would like to see implemented in Evosus that will make product use more efficient. We consider client enhancement requests to be a valuable part of Evosus; however, not all requests will be included. The product was purchased as is and Evosus has no responsibility to make changes. The product will continue to evolve and future releases will be delivered according to the Maintenance Agreement outline in the EULA.

We use a variety of criteria for reviewing requests which include, but are not limited to, overall benefit to clients, time to complete, best business practice, GAAP principles, industry need and current development schedule. Evosus reserves the right to determine if and when an enhancement request will be added to the product.

Ticket Tracking & Reporting

Evosus has implemented a ticket tracking system that will be used to track all questions submitted via email or phone. It is important that all issues be channeled through Support so we can provide status updates and help you understand your training needs based on the issues you are calling in on. Issues not reported through the process outlined in the SLA may not receive the proper attention.

The ticket tracking system will be used to log calls by company, contact and type (Question, Error, Bug or ER) and will be given a severity according to the table above. We will also track notification, subsequent correspondence and final resolution.