

Netways Service Level Agreement Process

Executive Summary

Netways is pleased to offer the yearly Service Level Agreement (**SLA**) proposal for the implemented solution. The proposal includes all related services of support with respect to maintaining the current environment, solving bugs and fulfilling new request from the customer. This proposal document presents the scope and commercial proposal to the customer.

About Us

Netways is a Global and a Local Microsoft Gold Partner and a member of Inner Circle (top 1% of Microsoft's partners around the world), **Netways** is positioned as a leader in digital transformation. With a solid presence across the region, equipped with Digital and AI innovation labs ready to drive intelligent digital transformation journeys.

Our variety of solutions and accelerators can be a harnessed to achieve your company's Digital Business Transformation Strategy, enabling you to increase your business efficiency and performance, lower your business cost, differentiate you from the competition and create a culture of constant innovation.

Bring transformation all together is **Netways** main responsibility. **Netways** covers the middle east and GCC region through long established regional offices located in KSA, UAE, Bahrain, Jordan, Egypt and Lebanon.

SLA Benefits



Transparent Agreement

We provide a transparent IT support service and we are more than happy to explain the services we provide and state what is included in our service costs.



Attitude to Customer Services

One of our goals is to provide service and support exactly as the customer needs and expects along with a positive attitude.



Scalability

As the needs of your business change, we have the flexibility to scale support capabilities up as needed in order to be integral to the success of your business.



Accreditations

We have accreditations to our name in the market based on long portfolio full of mega projects executed at huge corporates in different regions followed by great feedbacks on our service



Swift Response Time

It's important to choose who can respond to your queries within a reasonable time frame and we are offering that with pleasure and guarantee to resolve your problems within a specific time frame based on your chosen type of support.

SLA Objectives

Our goals and objectives toward the Service Level Agreement are as follows:

- ✓ To direct customers to the most suitably qualified Technical Support Specialist in the shortest time possible.
- ✓ To encourage customers to use our solutions efficiently.
- ✓ To enhance the existing solution, therefore the time spent will be deducted from the inventory hours provided under this agreement.
- ✓ To provide a centralized repository and a 360 degree of customer information to be available to any Netways Technical Support Specialist and Services Representative when assisting our customers.

SLA Types

SERVICE	BRONZE	SILVER	GOLD	PLATINUM
DEDICATED MOBILE NUMBER	✗	✗	✓	✓
TECHNICAL SUPPORT CONTACT	✗	✗	✓	✓
CUSTOMER CARE PORTAL ACCOUNT	✓	✓	✓	✓
MAIL	✓	✓	✓	✓
PHONE	✗	✓	✓	✓
HEALTH CHECK	✗	✗	✓	✓
24 X 7 SUPPORT	✗	✗	✗	✓
KPI	✗	✓	✓	✓
REPORTING	✗	✗	✓	✓

SLA Roles & Responsibilities

Customer Roles



Account Representative

Responsible for all contracts under this account, also has visibility for all tickets submitted related to all contracts. In addition he can add staff members to be able to add cases that he should approve to get activated.



Contract - Customer Representative

Responsible for the contracts assigned to him; he also has visibility to cases related to those contracts.



Customer Staff member

Can only add draft cases that won't be activated unless approved by either Account Representative or Contract – Customer Representative.

SLA Roles & Responsibilities

Netways Roles



Contract Owner

Responsible for handling and solving all cases under this contract. Also, he should be aware of all details of the contract.



Unit Manager

Managing all Contract Owners in his unit and making sure that they are properly handling all cases related to each contract.



Account Manager

Responsible of making sure that the customer is properly served and satisfied



Sales Manager

Responsible of making sure that all account managers are taking good care of their customers.



Local PMO

Responsible to make sure that all customers under his region receive proper service with needed quality as expected.



Support Team

Responsible to make sure that support process executed as per customer expectations.

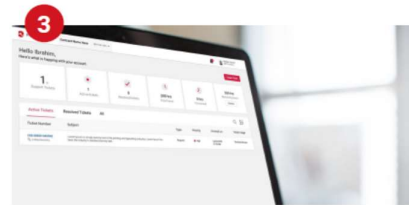
SLA Onboarding Process Flow



Agreement Sign Off



Create Account in Netways Support CRM



Customer Access to Netways Support Portal

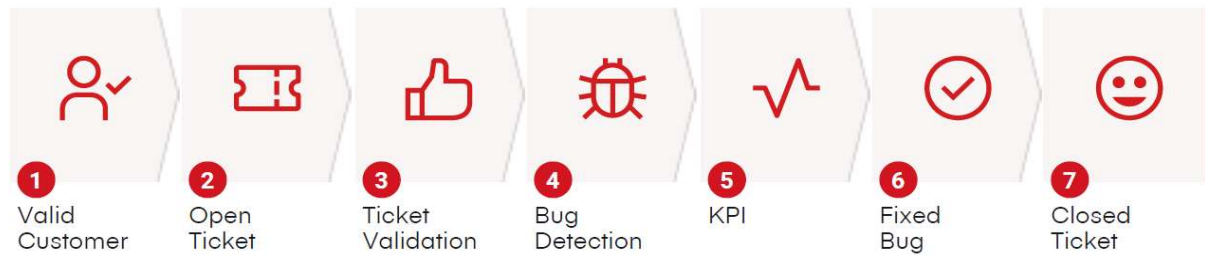
1. Customer sign the agreement.
2. Account manager create the contract and update the information on CRM.
3. Customer will get access to Netways support portal via OTP verification.

SLA New Request Process Flow



1. Eligible Customer representative.
2. Open New Ticket Via Support Portal
3. Netways Contract Owner Ticket Validation
4. New Request
5. Request Time Estimation
6. Fulfil Request
7. Customer Close Ticket and Send Feedback

SLA Bugs Process Flow



1. Eligible Customer representative.
2. Open New Ticket Via Support Portal
3. Netways Contract Owner Ticket Validation
4. Bugs
5. KPI consideration
6. Fixed Bugs
7. Customer Close Ticket and Send Feedback

SLA Bugs Tickets Priority

Normal	Minor issue not affecting the system working behaviour.
High	Major issue affecting the system working behaviour or module not working.
Critical	Complete loss of service or resources regardless of environment and work cannot reasonably continue.

SLA Bugs KPIs (Response & Resolution Time)

Response Time

Silver

For Silver agreement the time frame is during the working days only, with margin of response time from 8 to 16 Hours that may needed in some cases for mobility, and for resolution time please find the matrix below.

Gold

For Gold agreement the time frame is during the working days only, with margin of response time from 4 to 8 Hours that may needed in some cases for mobility, and for resolution time please find the matrix below.

Platinum

For Platinum the time frame is 24*7, with margin of response time from 0 to 6 Hours that may needed in some cases for mobility, and for resolution time please find the matrix below.

Resolution Time

	Silver	Gold	Platinum
Normal	3 to 4 Working Days	2 to 3 Working Days	0 to 2 Working Days
High	2 to 3 Working Days	1 to 2 Working Days	0 to 1 Working Days
Critical	1 to 2 Working Days	4 to 8 Hours	0 to 4 Hours

SLA Bugs Escalation process

Customer can follow Escalation matrix as mentioned below if KPI resolution time exceeded with no response from contract owner:

	Contract Owner	Unit Manager	Account Manager	Sales Manager
Silver	8 Hours	2 Working Days	4 Working Days	6 Working Days
Gold	4 Hours	8 Hours	2 Working Days	4 Working Days
Platinum	2 Hours	4 Hours	8 Hours	16 Hours

General Conditions

- ✓ Any new request to add or make changes to the functionality of an existing solution are covered by consuming the inventory of hours.
- ✓ In order to maintain a stable system with proper governance, Customer shall inform Netways for any attempt to correct errors in the Solution, alter or modify any programming code, install any software, updates or program on the working environment of the Solution.
- ✓ For some solutions, Netways provides a warranty for a predefined period of time which will be equivalent to Bronze Support type.
- ✓ Customer may refer to the detailed support agreement located at:
<https://support.netways.com>


Support Channels

Netways Customer Care Portal (NCCP)

-  support.netways.com
-  support@netways.com

Netways Technical Support Centers


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