

NO FUSS Service Description Maintenance and Support



Introduction

- The purpose of this NO FUSS Service Description is to further describe the obligations and responsibilities of Lodder and the Customer in the delivery and use of Lodder software and services. "Lodder" means "Lodder Group and its affiliated enterprises".
- This NO FUSS Service Description is an annex to the agreement that the Customer has with Lodder, which furthermore consists of the (signed) proposal, the Lodder Terms and Conditions and the Lodder Data Processor Agreement.

Principles and preconditions

The maintenance and support provided by Lodder are subject to the following conditions:

- I) Incidents reported by Customer must be immediately reproducible;
- II) Only certified end-users report Incidents or contact the Lodder Service Team. A certified end-user is an employee of the Customer who has followed a basic training for using the Software;
- III) Incidents to the software must be able to be tracked to the software provided by Lodder. If the incident is caused by or related to the management of the database and / or hardware, the relevant service level will not be applicable. In the event of disputes, the Customer's contact person and the contact person of Lodder will make a final decision regarding the dispute.

Report

Lodder reports to Customer on the service levels as described in this NO FUSS Service Description. Lodder may report about the following (corrective) reporting issues;

- number of calls, open and handled;
- amount of reported incidents, classification and resolution times divided by category;
- number of escalations, including evaluation;
- deployment of people and resources.

Services

The following allocation of responsibilities is applicable to the services that Lodder will provide regarding the maintenance and support of the Lodder software.

Process	Activity / Service	Responsible
Support	First + Second line functional support, registration, re-categorisation, feedback, etc.	Lodder (Service Team)
	Second line technical support regarding the (non) functioning of the software	Lodder For database, see service constraints.
Maintenance	Incident management Corrective maintenance Preventive maintenance Perfective maintenance Adaptive maintenance	Lodder Lodder Lodder On project base On project base
Major Incident	Search and remove as soon as possible the cause of Major Incident (with escalation)	Lodder When a change in the Software is necessary to provide a solution, this will be done through Change Management process.
	User management	Customer
	Release management	Lodder

Support

Time support	Description
Normal service times	<ul style="list-style-type: none"> • The Lodder Service Team can be accessed by creating a ticket via the Lodder Start screen or the Lodder Homepage or by email (support@loddersoftware.com) or by phone: <ul style="list-style-type: none"> • The Netherlands: (00) 31 183 58 35 00 • Belgium: (00) 32 3 224 05 07 • Monday to Friday 8:30 to 17:00, except for public holidays (in the country where the Lodder Service Team is based) • User support is provided • The described performance indicators (service levels) are applicable
Activities outside normal service hours	<ul style="list-style-type: none"> • Take place after consultation between Customer and Lodder. After authorisation of the work by the manager of the Customer, the activity will be carried out. • Performance indicators (service levels) are not applicable beyond normal service times.

Maintenance – Incident Management

Service Levels Incident Management

Processes / Activities	Indicators	Description	Service level (target times)	Level
Feedback Incidents	Response time	To respond to an Incident notified by Customer's Helpdesk, including a short impact analysis with an alternative solution and an estimation of time for the actions to be taken.	4 hours	90%
Card Services	Uptime	Hosting and authorisation services are set up to be online at all times (24 / 7). We continuously monitor those services and strive to maintain services during off-peak hours.	24 / 7	99,8%

- Clock times apply to the mentioned service levels for priority 1 incidents and working hours for incidents with priority 2, 3 and 4.
- The service levels do not include the time required for delivery of the solution and possible testing by Customer.

Prioritisation

The incidents or questions which cannot be handled directly by the Lodder Service Team (1st Line) are prioritised and categorised by the Lodder Service Team. For incidents and questions, priority 1, 2, 3, or 4 can be assigned.

Priority	Priority Code	Description
Major incident	1	The incidents whereby the software does not function or which reduces functionality so that it is perceived as such. Workaround is not possible.
High	2	Those incidents whereby the software does not function or which reduces functionality so that it is perceived as such. Workaround is possible.
Normal	3	Those incidents where the software partially ceases to function, but still remains reasonably possible with the remaining functionality to function.
Minor	4	Issues to be solved. The software works, however, these problems cause the problem that users are working less efficiently.

Major Incident

In the event of Major Incidents, Lodder indicates the follow-up steps and the target time it takes to resolve the Major Incident. In addition, regular consultations about progress will take place with the Customer. Lodder will make effort to have a workaround, fix or procedure adjustment in the shortest possible time, so that normal business processes can continue.

Once it is clear that an incident cannot be resolved within the target period, Lodder will use additional capacity to resolve the incident as soon as possible.

Other Maintenance

In the remaining maintenance there is a distinction between:

- Emergency fixes (urgent corrective maintenance).
When a change to the Software is necessary for a Major Event, a so-called Emergency Fix will be available in the existing operating environment. This adjustment will also be included in the next regular release.
- Releases
Except for the Emergency fixes, all maintenance takes place release-wise. Lodder determines the content and frequency of releases. Lodder makes the releases to Customer and the Customer can then download and install the release himself. Downloading and installing the release is the full responsibility of the Customer.
- Backup
The taking, tracking and checking of backups is the full responsibility of the Customer as described in the Lodder Terms & Conditions.

Definitions and Abbreviations

Incident

Each event which differs from the (expected) default processing of a system. It affects this system, although this influence may be small or even transparent to the user of this system.

Incident Management

Management of the complete process regarding solutions for all incidents.

Priority

The relative valuation of an activity towards other activities. Feature is having priority over something or someone else.

Response time

The response time indicates how much time is elapsed between the time a notification is registered and the time when the Customer Service Team returns to Customer's Helpdesk when and how the incident or question will be resolved.