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HCM Add-On

to Complete Your Microsoft Dynamics AX/365

SLA

PROPOSAL NUMBER: P-010320-1

CREATED

07/03/2020

Microsoft Dynamics AX 2012

AGREEMENT SUMMARY

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between **Solvait** and **ABG** for the provisioning of services required to support and sustain **Solvait** Dynamics AX HCM Modules. This SLA includes maintenance Upgrades which include fixing technical issues, functional issues, Technical & Functional Training and Health checks if listed in terms below.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

Best Regards,

Solvait Sales Team



GOALS & OBJECTIVES

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to **ABG** by the **Solvait**.

The goal of this Agreement is to obtain mutual agreement for IT service provision between the **Solvait** and **ABG**.

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

STAKEHOLDERS

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

Service Provider: Solvait ("Provider")

Customer: ABG ("Customer")



PERIODIC & REVIEW

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager: Solvait

Review Period: Annual

SERVICE AGREEMENT

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

Assumptions

- Customer responsibilities and/or requirements in support of this Agreement include:
 - o Payment for all support costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.
- Remote access, preferably through Microsoft Remote Desktop Connection

Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.
- Incidents Report that will document every incident and how the process of fixing it.

Notes

- If the customer exceeds the number of Incidents, then any requests will be considered as an extra Incidents.
- Visits time will be considered from the hours of the support determined above in the scope.
- Visits might be by a Project Manager or a Functional Consultant.
- Requests raised by the customer in the visits should be also considered from the number of requests determined above in the scope.
- The visits exclusive for GULF only.
- Working day: Sunday – Thursday, 9:00 A.M – 5:00 P.M (8 Hours).



SERVICE MANAGEMENT

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Support Visits: 9:00 A.M. to 5:00 P.M. Sunday – Thursday.**
- **Telephone support: 9:00 A.M. to 5:00 P.M. Sunday – Thursday.**
 - Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
- **Email support: Monitored 9:00 A.M. to 5:00 P.M. Sunday – Thursday**
 - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day.
- **Service Desk support: Monitored 9:00 A.M. to 9:00 P.M. Sunday – Thursday.
Monitored 10:00 A.M. to 2:00 P.M. Friday – Saturday.**
 - Requests received outside of office hours will be collected, however no action can be guaranteed until the next working day.

Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- 1 hour for issues classified as **High priority.**
- Within (4) Four hours for issues classified as **Medium priority.**
- Within (1) one working days for issues classified as **Low priority.**
- Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

Out of scope services

The following are considered out of scope services:

- Any modification on the out-of-the-box features of **Solvait HCM modules** that would request changing the code or in the technical objects of the system (MS Dynamics AX AOT).
- Any integration with external systems.
- Any technical training for Development or Customizing Reports.

SLA Modules

Solvait products that are included in this SLA:

SOLVAIT SUPPORTED PRODUCTS

Microsoft Dynamics AX – HR I : HRM Administration

Solvait - Payroll Module



SLA PLANS

Features/Plan	Gold	Silver
Number of Incidents	48	36
Number of Visits	1 / 3 Months	1 / 6 Months
Installation & Environment Migration	Yes	No
Health Checks	Yes	Yes
Customization of Reports	Yes	Yes
Training	Yes	No
Support by Phone Calls, Emails, & Help Desk System	Yes	Yes
Response Time	12 Hours	24 Hours
Price (Yearly)	\$24,320.00	\$14,976.00
Discount for ABG	%25	%15
Net Amount	\$18,240.00	\$12,729.60

TERMS & CONDITIONS

General Terms:

- Pricing excludes all local duties, taxes, insurance and freight if any.
- Pricing excludes integration with hardware and 3rd party software (e.g. operating systems) – unless specified.

Payment Terms:

- 100% in advance

Validity:

This Proposal is valid for (10) Working Days from the submitting date.

Starting Date:

From PO Date.



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