



Standard Service Level Agreement

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1 Introduction

This document provides information and guidance on the Support Service provided by Retalia Solutions Ltd. It is available on <https://www.retaliasolutions.com/terms>

This guidance is only relevant for Customers who have a current license or right to use the applicable products provided by Retalia Solutions, and who have a current applicable Support Service included as part of their agreement.

As technology, products, and processes evolve, Retalia Solutions may amend, update, or supplement this guidance from time to time at its discretion.

2 Definitions and Terms

Please note the following terms and definitions that are used in this document.

Term	Definition
Incident	A type of Ticket which is a Product Fault causing an unplanned interruption to the Service or reduction in the quality of the Service.
Product Fault	Any error, bug, or defect with the supported software or hosting services (excluding any error, bug, or defect contained within any customer specific configuration or infrastructure).
Support Services	The provision of a remote support service to enable the Customer to report and Retalia Solutions to investigate Product Faults in the applicable supported product.
Target Recovery Time	The time from the Customer successfully registering an Incident to the time that Retalia Solutions provides a Workaround which reduces the impact of an Incident.
Target Resolution Time	The time from the Customer successfully registering an Incident to the time that Retalia Solutions provides (i) a Workaround which it deems as a sufficient resolution and that a permanent fix is not required, (ii) a permanent fix if no Workaround is possible, or if the Workaround cannot remain in place long-term.
Target Response Time	The time from the Customer successfully registering an Incident with to the time that Retalia Solutions first provides a (non-automated) response.
Ticket	A record of every request made by the Customer to Retalia Solutions Support Services.
Workaround	A temporary solution for an Incident to minimise the business impact while waiting for a permanent fix.

3 Support Organisation Overview

Tickets are responded to by the Customer Support Team who will investigate Incidents and resolve those which they can. If a deeper level of technical expertise is required, the Incidents will be escalated to the appropriate level and worked on as required to seek to bring about a timely resolution where an Incident is confirmed.

The Support Services are managed by Support Consultants who in turn report to the Product Director. At any one time there is always one Support Consultant responsible for managing major incidents and dealing with any escalations.

4 Ticket Priorities and Definitions

Priority

The table below defines the priority levels applied to Incidents. The priority of an Incident may change throughout its duration. For example, a Priority 2 Incident may be upgraded to Priority 1 if an Incident affecting some users spreads to all users; or a Priority 1 Incident could be downgraded to Priority 2 if a Workaround is provided in advance of a permanent fix.

Urgency Impact	Low	Medium	High
Low	P5	P4	P3
Medium	P4	P3	P2
High	P3	P2	P1

Tickets which are not Incidents (examples include an enquiry on how to do something or an enhancement request) will be assigned a Priority according to their Urgency only i.e. a priority of P3, P4, or P5 for Urgency of High, Medium, or Low respectively.

Impact and Urgency

Impact is a measure of the effect of an Incident. Urgency is a measure of how long it will be until an Incident has a significant business impact.

The definitions of Impact and Urgency are in the table below:

Rating	Impact	Urgency
Low	Superficial and does not materially impact functionality.	A solution can be scheduled for when is mutually convenient.
Medium	Impacts functionality, but continued system use is possible.	Needs to be addressed soon to prevent any further deterioration.
High	Affects the majority of users and/or prevents use of an entire system.	Requires immediate attention.

The circumstances of the same Incident determine its Impact or Urgency. An example is where a store has four Point of Sale (POS) solutions, and one develops a fault which renders it inoperable (hardware or software):

- During a quiet period when customer numbers are low, this might have an Impact of “Medium” and an Urgency of “Medium” (resulting in a Priority of “P3”).
- If the same Incident were to occur in a very busy period, the Impact would still be “Medium” (because other POS solutions are operable), but the Urgency may be “High” (resulting in a Priority of “P2”).

Note that in the extremely unlikely event that all POS solutions were inoperable in a location, this would be a High Impact and High Urgency Incident, resulting in a Priority of “P1”.

5 Support Service Hours

Standard Hours are weekdays, excluding Public Holidays in the Customer’s country, from 9am to 5:30pm GMT in the UK and from 8:30am to 5:00pm CET in the Netherlands, Germany and the Nordics (together defined as “Business Days”). Incidents will be worked on during Business Days and additionally, Customers may log Tickets 24x7 by emailing support@retalia.com or using the Support Portal <https://support.retalia.com>

6 SLA Response and Resolution Targets

The table below provides the target times for Incidents which are calculated during Business Days*. If Retalia Solutions requires the Customer to provide further information or assistance in relation to an Incident, then the Target Recovery and Target Resolution Time in the table below will be extended by the amount of time taken by the Customer to provide the information or assistance.

Priority	Target Response Time	Target Recovery Time	Target Resolution Time
P1	1 hour	1 Business Day	2 Business Days
P2	4 hours	5 Business Days	10 Business Days
P3	8 hours	10 Business Days	3 Months
P4	18 hours	1 Month	6 Months
P5	36 hours	Not Applicable	Not Applicable

If applicable, the Support Team will endeavor to provide a Workaround which Retalia Solutions may deem as a sufficient resolution and that a permanent fix is not required.

Note that the Target Recovery Time and the Target Resolution Time shall not apply to any Incident which is determined not to be a Product Fault, and Retalia Solutions reserves the right to charge the Customer for any time spent by the Support Team investigating any non-product Faults (e.g. faults caused by the Customer or Customer’s infrastructure).

*The service levels listed above are targets only, and do not constitute a guaranteed service level. Any failure by Retalia Solutions to meet these targets shall not constitute a breach of contract or a default on the part of Retalia Solutions.

7 Accessing Support Services

All Tickets must be investigated through the Customer’s internal support tiers prior to being referred to Retalia Solutions.

Support Portal

The Support Portal is the best choice for Customers to access Support Services because it provides the Customer with the ability to set initial priority, and it enables the Support Team to respond and help Customers more quickly due to the structured information about the Ticket which is captured via the Support Portal.

Registering a Ticket via the Support Portal also facilitates efficient follow-up communications such as Support providing updates, and Customers providing further information if requested. Authorised users will be registered for Support Portal access in advance, or upon first accessing the Support Services.

Support Hotline

Customers may call the applicable local Support Hotline during Standard Hours.

Type	Contact
Support Portal	https://support.retalia.com/
Support Email	support@retalia.com
Support Hotline	+44 239 433 1000

Every Ticket raised will be assigned a unique reference number which is provided to the Customer to enable efficient follow-up on Tickets where necessary. If the first contact from a Customer for a Priority 1 or Priority 2 Incident is via calling the Support Hotline, Support will register the details on the Support Portal to track details, notify the Customer of updates, and to maintain a full report of all Tickets raised by each Customer.

The Support Team will communicate in English.

8 Escalation Process

We are committed to delivering high quality support to all our Customers. In the unlikely event that a Customer has worked through the support processes and is not satisfied with the service received, Customers can escalate the Support Ticket by contacting the Product Director. Please provide the Ticket number and reason for the escalation.