

SERVICE DESK AND SUPPORT OPTIONS

	PREMIUM LEVEL SLA		ENHANCED LEVEL SLA		STANDARD LEVEL SLA		BASIC	
BUSINESS HOURS	Monday to Friday 24hrs		Monday to Friday ¹ time zone options 08:00-22:00 CET 08:00-22:00 IST 08:00-22:00 EST		Monday to Friday ¹ time zone options 08:00-18:00 CET 08:00-18:00 IST 08:00-18:00 EST		Monday to Friday 09:00-17:00 CET	
PUBLIC HOLIDAY COVER	✓		✓		Not available at this level		Not available at this level	
OOH EMERGENCY TELEPHONE COVER (PRIORITY 1 ONLY)	✓		✓		Not available at this level		Not available at this level	
RESPONSES	FIRST REPLY	NEXT RESPONSE	FIRST REPLY	NEXT RESPONSE	FIRST REPLY	NEXT RESPONSE	FIRST REPLY	NEXT RESPONSE
PRIORITY 1: CRITICAL INCIDENTS	1 Hour	1 Business Hours	1 Hour	2 Business Hours	2 Business Hours	4 Business Hours	8 Business Hours	8 Business Hours
PRIORITY 2: MAJOR INCIDENT	2 Business Hours	2 Business Hours	2 Business Hours	4 Business Hours	3 Business Hours	8 Business Hours	N/A	N/A
PRIORITY 3: RELATIVELY MINOR INCIDENT	4 Business Hours	16 Business Hours	4 Business Hours	24 Business Hours	4 Business Hours	Weekly	N/A	N/A
PRIORITY 4: MINOR INCIDENT	8 Business Hours	Weekly	8 Business Hours	Weekly	8 Business Hours	Weekly	N/A	N/A
NOTIFICATION OF PLANNED MAINTENANCE⁵	5 Working Days		5 Working Days		5 Working Days		N/A	
DEVICE ONBOARDING ONE PER DEVICE TYPE, BEFORE COMMERCIAL DEPLOYMENT / VOLUME ROLL OUT	✓		✓		To be agreed		X	
QUARTERLY REVIEW MEETINGS	✓		✓		X		X	
SERVICE ACHIEVEMENT REPORT	✓		✓		X		X	
TECHNICAL ACCOUNT OWNER AN ESEYE TECHNICAL OWNER TO WORK WITH WHO WILL TAKE TIME TO UNDER- STAND YOUR BUSINESS IN DETAIL	✓		✓		X		X	
MEMBERSHIP OF ESEYE ADVANCE USER GROUP FREE ACCESS TO ADVANCE LEVELS OF INFORMATION IN WHITE PAPER AND MEETING BASED FORMATS	✓		X		X		X	

1 Purchased option pricing will cover a certain number of connections, please speak with your Eseye representative.

2 24 hrs starts Monday 06:00 IST through to Friday 22:00 CET

3 GMT, Greenwich Mean Time, BST – British Summer Time, CET – Central European Time, IST India Standard Time, EST Eastern Seaboard Time

4 Saturdays and Sundays are covered by an on-call engineer; Service desk available via telephone only

5 Where the maintenance could impact service delivery, this notification period excludes emergency updates

6 One of more options offered can be selected for your Business hours, see examples below

PRIORITY DESCRIPTIONS

Priority of an incident is determined by two factors and is based on standard IT Service Management library standards (ITIL v3)

- The Urgency – A measure of how long it will be before an incident will have significant impact on a customer’s business processes or their customers.
- The Impact - The effect any incident has upon a customer’s business processes or their customers.

On a scale of Low, Medium and High the following table shows how priority is derived

		IMPACT		
		SCALE	HIGH	MEDIUM
URGENCY	HIGH	1	2	3
	MEDIUM	2	3	3
	LOW	3	3	4

Any Priority 1 Major Critical incident would involve a high impact and high urgency to customers business processes or their customers. This would be the complete loss of one or more services for all devices

EXAMPLE 1

A customer has a proportion of their devices experiencing random connectivity issues that is impacting some of their customers and causing their own call centre to receive a larger number of calls. The Impact currently is Medium as it only impacts a proportion of their devices but the Urgency is High as the level of calls into the centre is increasing.

Based on the table above this would be a Priority 2.

EXAMPLE 2

A customer calls in with a problem with a device that has not sent data for a while and provides the ICCID. The Impact is Low as it’s just one device, but the Urgency is High as if the device doesn’t send data within the next 24 hours the customer will not be able to charge their own customer for the service.

Based on the table above this would be a Priority 3.