



GEEKS SOLUTIONS

Managed IT Services You Can Trust

Service Level Agreement

Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer by Geeks Solutions.

The goal of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider and Customer.

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.

Service Agreement

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

Service Scope

The following Services are covered by Geeks Solutions.

- Respond to L1, L2 Support tickets
- Respond to NOCs and Monitoring Alerts
- Respond to Major Incidents or other tickets, when needed
- Assist with Live Chat, Ticket Requests, when needed
- Provide fully Managed Services to improve the performance, reliability or security of the infrastructure.

Service Provider Requirements

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

- Full access for the network infrastructure as agreed
- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

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:

Certified Staff availability: 24 hours, 7 days a week
Backup Tech availability: Weekends or according to scheduled roster

Service Level Agreement

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

24/7 Infrastructure Monitoring.

Interventions in the event of server down or hardware failures

Response time: < 15 minutes

24x7x365 Days technical support

General guidance: < 1 hour

Initial response time < 60 minutes

Resolution time: < 24 hours OR issue severity

Escalation matrix available

Response Time to Support Requests

Normal low priority support request the staff will answer within 60 mins after the ticket being lodged.

Critical support requests are handled as quickly as possible, with initial response times within 30 minutes.

Contract term

Contract is month to month and will renew automatically depending on the payment methods, unless termination of service notice is received at least 30 days prior.

Access authorization

Geeks Solutions requires administrative access to the servers in order to provide server administration, helpdesk logins to work on support incidents.

Geeks Solutions must also be authorized to contact the data center personnel responsible for hardware maintenance and technical support. Without the appropriate access rights - administrative access and authority to contact the appropriate data center personnel - Geeks Solutions cannot provide the highest quality services.

Response Time vs. Resolution Time:

It is critical to understand that response time and resolution time are separate and distinct the majority of the time. Response time is the time it takes to return contact to you and start working on the resolution. Resolution time is the date and time a given problem is resolved or question answered. Because of the potential for 3rd parties and unknown situations, Geeks Solutions cannot provide a guaranteed resolution time when dealing with critical events or down systems. Geeks Solutions is responsible only for the software-level (operating system and application software) operation of servers it is contracted to manage. Geeks Solutions must be notified of all applications that are required to function in order for the system to be declared "in working order." Geeks Solutions cannot be held accountable for system down time caused by hardware failures for ex. (CPU fan issues, Disk issues, RAM Issues) or connectivity issues.

Sales Procedures

Sales questions need to be emailed to sales@geekssolutions.in

Billing Procedures

All bills will be due on the start date of the services of each month.

Billing questions or problems should be reported to our accounting department by emailing billing@geekssolutions.in.