



## **Point Blank Software Service Level Agreement (SLA)**

### **Objectives:**

- To create an environment which is conducive to a co-operative relationship between Point Blank and Client to ensure the effective delivery of support & services.
- To provide clear reference to service ownership, accountability, roles and/or responsibilities.
- To define in detail the services to be delivered by Point Blank and the level of service which can be expected by Client, thereby reducing the risk of misunderstandings.
- To match perceptions of expected service provision with actual service support & delivery.

### **Complaints:**

For us to provide the best service possible, we encourage you contact Point Blank Software for any of the following reasons:

- Response time outside the expected levels as listed.
- Loss of confidence or failure in providing solution or resolution.
- Unprofessional behavior or appearance by an Point Blank staff member.
- Any other issue relating to the relationship between Point Blank and Client.

The intent is to ensure a thorough, timely and open resolution of any problem that may come up.

### **Submitting New Service Requests:**

- The preferred method to ensure prompt service and communication is by submitting through the request form found using Point Blank's support portal located in efish at the bottom of any page. With Point Blank's support portal, you can provide detailed support requests as well as screenshots and additional supporting or relevant documentation.
- You can also email a detailed description of the request with supporting documentation to [support@pointblanksoftware.com](mailto:support@pointblanksoftware.com). This automatically enters a support ticket in Point Blank's system to provide automated communication, The ticket will then be delegated to a member of the Point Blank Team to investigate and follow up.
- You are welcome to use the 'Old-Fashioned Way' and simply call our office directly at (602)247-8660. A Point Blank representative will create a support request based on the details of your conversation.
  - A ticket will be automatically generated if you leave a voice mail message with the details of your inquiry as well as your name and contact info.
- Requests should be submitted individually unless directly related to one another.
  - Example: two similar or identical issues with uploading invoices at multiple locations would be acceptable in same request. One request to set up a brand new location and a support issue regarding an existing location would NOT be acceptable in same request.
- Emailing any Point Blank staff member directly is NOT an acceptable way to submit new service requests. A request received by this method will NOT be considered received if and until a ticket is created within Point Blank's system.

### **Urgent Support Requests Outside Standard Hours:**

- If the a critical software function is down, let us know in the support request description that it is urgent via the Support Portal request form linked at the bottom of efish, email to [support@pointblanksoftware.com](mailto:support@pointblanksoftware.com), or in a voicemail if submitting by phone.
- Point Blank's after-hours support team will be paged, and you are typically contacted within 30 minutes.



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- Instead of the common non-motivating method of having one Client Support Specialist on call for 24/7 support, the first responder from Point Blank's after-hours support team is rewarded with a bonus. This competitive model has resulted in instances of one minute response times and an average response time during non-standard hours of less than 30 minutes.
- Despite our incentive program, obvious delays in contacting the proper support staff after standard business hours can occur.
- Additional fees for emergency service may be incurred at the rate listed herein.

### Priority of Support Requests:

- Point Blank accepts all requests for service, information, or troubleshooting with the intent on providing service, knowledge, or resolving an issue as soon as possible.
- Client acknowledges that this agreement establishes a 'shared' support model and Point Blank provides support services to multiple clients, receiving numerous service requests each day.
- Because of the potential for a high volume of requests in a short period of time, each new request is delegated and prioritized by Point Blank's management based on its critical nature.
- Five levels of impact are listed below with their corresponding response expectations and guarantees.

Issue/Request Impact	Description/Examples	Response Expectations	Response Guarantee
<b>Extreme</b>	Critical efish function(s) down, business operations have halted due to present issue.	Immediate (contact within 30 minutes) Highest priority until resolved	Within 30 minutes during standard hours of service Within 1 hour outside standard hours of service
<b>Urgent</b>	Issue with high profile efish account or less than critical efish function(s), operations hampered but not halted.	Within 1 hour	Within 4 hours
<b>High</b>	Issue with non-critical efish function(s), data mismatch or software bug discovery, operations inconvenience.	Within 4 hours	By 12PM of following business day
<b>Moderate</b>	New company or location set-up, new integration/installation, efish module training or demo request, etc. no, or minimal impact on current operations.	Scheduled and/or handled within 5 business days	NONE
<b>Low</b>	General question(s) or issue(s) regarding non-critical efish function(s), new efish feature change/update request(s), no impact on current operations.	When convenient or scheduled within 1 month	NONE

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