

Service Level Agreement

Provided and supported by Tantric Digital

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Compiled for: EXAMPLE
Customer Reference: EXAMPLE



All information contained in this document must be kept in confidence.

None of this information shall be divulged to persons other than the customer or Tantric Digital employees authorised by the nature of their duties to receive such information, or individuals of organisations authorised by Tantric Digital in accordance with existing policy regarding release of company information.

Management Summary

This proposal is for a Service Level Agreement (SLA) between **EXAMPLE**, hereby referred to as “the customer” and Tantric Digital cc hereinafter referred to as “Tantric” or “Tantric Digital”. Tantric Digital will configure the clients existing network infrastructure in order to provide a superior level of support and maintenance.

Three levels of the SLA’s are offered as a basis for the customized contract, Bronze, Gold and Platinum.

The proposal addresses the following:

- The Service Level Agreement.
- General maintenance and upkeep of workstation and network servers
- Remote access for remote support both for the server and workstations.
- Backup Support and Monitoring.
- Centralized Antivirus Software.
- Hosting and email.

Project Scope

The Service Level Agreement

Tantric Digital’s SLA’s are tailored for optimum efficiency for our customers. The SLA objectives are threefold:

- 1) To create a supportive environment ensuring that the company’s network, servers and workstations are in optimal working condition.
- 2) Provide a cost effective maintenance contract between the customer and Tantric Digital.
- 3) Ensure that the network is protected from viruses, spyware, malicious or unintentional damage.

Tantric offers the customer the opportunity to include business essential software integrated into the SLA however the extras may be purchased outright.

Our **Bronze** SLA includes:

- Support in 1-5 days turn around.
- Unlimited onsite support.
- Unlimited remote support.
- Backup Facility and Monitoring subject to the customer’s requirements.
- Proactive server monitoring.
- The swap out of Field Replaceable Units (FRU) which includes power supplies, network adaptors, keyboards and mice providing the FRU were not damaged maliciously, by liquids or by power surge or fluctuations.
- After hours and server work charged at R300ph

Our **Gold** SLA includes:

- Next day business support.
- Unlimited onsite support.
- Unlimited remote support.
- Backup Facility and Monitoring subject to the customer’s requirements.
- Proactive server monitoring.
- The swap out of Field Replaceable Units (FRU) which includes power supplies, network adaptors, keyboards and mice providing the FRU were not damaged maliciously, by liquids or by power surge or fluctuations.
- After hours and server work charged at R200ph

Our **Platinum** SLA includes:

- Same day business support.
- Unlimited onsite support.
- Unlimited remote support.
- Backup Facility and Monitoring subject to the customer’s requirements.
- Proactive server monitoring.
- The swap out of Field Replaceable Units (FRU) which includes power supplies, network adaptors, keyboards and mice providing the FRU were not damaged maliciously, by liquids or by power surge or fluctuations.
- After hours and server work charged at R150ph

Server and Workstation Support and Remote Access

Remote access, as described below, is Tantric’s primary way of resolving any problems on the network. In the event of remote access being unable to resolve the problem, a technician will be scheduled for onsite support. In the event of an emergency a technician will be dispatched with approx 1-4 hours.

Through our experience in remote support we can confidently say that most problems can be resolved remotely. Problems such as faulty hardware, lightning / power surge and any other physical damaged will require onsite support.

Tantric Digital may access your network through the following applications:

- Secure Remote Desktop
- VPN
- Citrix GoToAssist / Teamviewer

These applications will be configured on the server and desktop computers. This will allow Tantric to offer a more effective turn around service and any problems can be resolved quickly and efficiently.

Server Backup and Monitoring

Tantric Digital will evaluate the business' current backup needs and suggest a proven solution to ensure that your servers are backed up to an external source. The software will also send out an email notification to the Tantric helpdesk to verify the backup jobs are completed successfully.

To ensure the maximum amount of up time on the customer's network, Tantric will regularly receive logs and reports of server performance and /or any pending issues. We will logon to the customers' servers to ensure that all the desktop computers are up to date and protected.

Tantric Digital has three facilities to backup your data:

- 1) Single Drive Backup and Monitoring.
- 2) Network Attached Storage Device and monitoring.
- 3) Remote Backup facilities whereby all of the company data is backed up in a secure data bank located in Sandton.

Antivirus and Firewall

To ensure maximum security against malicious virus, malware or spyware attacks. Tantric recommends ESET NOD32 Business Protection Suite or Trend Business Security Suite. The business editions are a centrally managed antivirus and firewall server that automatically downloads and deploys updates to all desktop computers on the network.

Hosting, Email and Internet Connectivity

Tantric Digital recommends using its preferred supplier server infrastructure for email, hosting and internet connectivity, this will allow Tantric resolve email and internet problems more efficiently.

Tantric Digital SLA Pricing Matrix

Bronze Level SLA – 2/4D

Quantity and Description	Amount
Less than 10 Bronze Workstations / Notebooks / Windows Servers	R 1250.00
Between 10 – 20 Bronze Workstations / Notebooks / Windows Servers	R 1750.00
Between 20-50 Bronze Workstations / Notebooks / Windows Servers	R 3000.00
More than 50 Bronze Workstations / Notebooks / Windows Servers	R6000.00

Gold Level SLA - NBD

Quantity and Description	Amount
Less than 10 Gold Workstations / Notebooks / Windows Servers	R 2850.00
Between 10 – 20 Gold Workstations / Notebooks / Windows Servers	R 3850.00
Between 20-50 Gold Workstations / Notebooks / Windows Servers	R 6000.00
More than 50 Gold Workstations / Notebooks / Windows Servers	R12000.00

Platinum Level SLA - SBD

Quantity and Description	Amount
Less than 10 Gold Workstations / Notebooks / Windows Servers	R 5000.00
Between 10 – 20 Gold Workstations / Notebooks / Windows Servers	R 6270.00
Between 20-50 Gold Workstations / Notebooks / Windows Servers	R 9000.00

More than 50 Gold Workstations / Notebooks / Windows Servers	R25000.00
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Combined Totals

1	Service Level Agreement per month	R	R 0.00
1	Initial Costing	R	R 0.00
		Total	R 0.00
		Grand Total Incl.	R0.00

Terms & Conditions

1. Telephonic support from 7:30am – 5pm Weekdays
2. 24 hour emergencies.
3. Onsite support from 8am – 5pm weekdays
4. Remote Support 8am – 5pm Weekdays
5. This proposal will be from a month to month basis with 30 day notice for cancellation.
6. The initial setup fee will be equal to the monthly cost of the SLA.

PLEASE NOTE THE FOLLOWING

Check that all information is correct and clearly legible, as Tantric Digital cc cannot be held responsible for incorrect information.



Springs
1559

Reg: CK2005/150028/23
VAT: 4530235094

BANK DEBIT ORDER INSTRUCTION

Name (Debtor) : _____ Date : _____
Address : _____ Signatory name : _____
_____ Contact Tel : _____

The details of my bank account are as follows:

ACCOUNT NAME : _____
BANK : _____
BRANCH/TOWN : _____
BRANCH NO. : _____
ACCOUNT NO. : _____
TYPE OF A/C : _____ (savings, current, transmission)

I/we hereby request and authorize you to draw against my/our account with the abovementioned bank (or any other bank or branch to which I/we may transfer my/our account) the sum of _____ (state amount in words) or any variable amount pertaining to this agreement, on the first working day of each month. This being the amount necessary for the settlement of the monthly due to you in respect of our purchases/contract/agreement dated ____/____/____.

All such withdrawals from my/our account by you shall be treated as though they had been signed by me/us personally.

I/we the undersigned, "instruct" and authorize your agent Netcash (Pty) Ltd, to draw against my/our account. I/we understand that if bank details have been supplied the withdrawals authorized here will be processed by BankServ. I/we also understand that details of each withdrawal will be printed on my/our statement.

I/we agree to pay any banking charges relating to this debit order instruction.

This authority may be cancelled by means of giving you thirty days notice in writing, sent by prepaid registered post, but I/we understand that I/we shall not be entitled to any refund of amounts, which you have withdrawn whilst this authority was in force if such amounts were legally owing to you.

Assignment:

I/We acknowledge that the party hereby authorized to effect the drawing(s) against my/our account may not cede or assign any of its rights and that I/we may not delegate any of my/our obligations in terms of this contract/authority to any third party without prior written consent of the authorized party

Signed _____ on this _____ day of _____ 200____

SIGNATURE AS USED FOR SIGNING CHEQUES OR CREDIT CARD VOUCHERS