



Service Level Agreement (SLA) By Incident

Contents

Agreement Overview	4
Goals and Objectives	4
Stakeholders	4
Periodic Review	4
Service Agreement	5
Service types	5
Service out of scope	5
Customer Requirements	5
Service Provider Requirements	5
Service Assumptions	5
SLA Fees	5
Service Management	6
Service Availability	6
Customer Requirements	6
Terms & Conditions	6

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Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between **Odoo Challengers** and Customer Name (the "Customer") for the provisioning of services (the "Service" or "Services") required to support and sustain **Odoo ERP**

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all Support services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

Goals and Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent Support services and delivery to the Customer(s) by the **Odoo Challengers Company**

The **goal** of this Agreement is to obtain mutual agreement for Support provision between the Odoo Challengers and the Valued 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.

Stakeholders

Odoo Challengers and Values Customer will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

Service Agreement

Service types

The following Services are covered by this Agreement.

- Manned telephone support
- Monitored email support
- Remote assistance using Remote Desktop and a Virtual Private Network where available
- Planned or Emergency Onsite assistance (extra costs apply)

Service out of scope

- New Modules \ Factions Configurations.
- New Developed Modules \ Functions \ Reports'

As all the above will need to be planned as a new Scope.

Customer Requirements

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

- Payment for all support costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service-related incident or request.

Service Provider Requirements

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

- Meeting response times associated with service-related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

SLA Fees

Customer Should Pay SLA Fees as Follow: -

1. The case of resolving the technical problem of the applied system remotely
The hourly cost is calculated at 500 Egyptian pounds.
2. The case of a technical support agent visiting the company to solve the problem.
The cost of the first hour is calculated at 800 Egyptian pounds.
Any Additional hours will add 200 Egyptian pounds for each technical support hour.

3. If any of the above are required at out of working hours or at weekends fees will be doubled.

Service Management

Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support: 9:00 A.M. to 5:00 P.M. Sunday - Thursday
- Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
- Email support: Monitored 9:00 A.M. to 5:00 P.M. Sunday - Thursday
- Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

Customer Requirements

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

- 0-8 hours (during business hours) for issues classified as **High** priority.
- Within 48 hours for issues classified as **medium** priority.
- Within 5 working days for issues classified as **Low** priority.
- Remote assistance will be provided in-line with the above timescales dependent on the priority of the

Terms & Conditions

IN WITNESS WHEREOF, by their respective signatures below, the parties have caused the Contract to be duly executed and effective as of the Effective Date.

[CONTRACTOR NAME]

[NAME], [TITLE]

DATE

[CUSTOMER NAME]

[NAME], [TITLE]

DATE