Handisoft
Service Level Standard

access
freedom to do more

Access Software Australia Pty Limited
Effective 2 August 2021

Contents

1   Document Overview

This Document represents a Service Level Standard ("SLS" or "Standard") which describes Handisoft's approach in providing Standard Level Support. It does so without reference to any specific customer or support agreement that may be in place.

This Document remains valid until superseded by a revised Standard published by Access Software Australia Pty Limited.

2   Goal & Objectives

The purpose of this Document is to ensure that the proper elements and commitments are in place to provide consistent Handisoft Application Support to the customer.

The objectives of this Standard are to:

- Provide clear reference to service support ownership, accountability, roles and/or responsibilities.
- Present a clear and concise description of service support provision to the customer.
- Match perceptions of expected service support provision with actual service support and delivery.

3   Stakeholders

The following Service Provider(s) and customer(s) will be used as the basis of the Standard and represent the primary stakeholders associated with this SLS:

Service Provider: Access Software Australia Pty Limited

Customer: Customer with a current subscription to the Handisoft service which incorporates standard level support as specified in the relevant license order.

4   Periodic Review

This Standard is valid from the Effective Date outlined within the title page of this document on page 1 and is valid until further notice. This Standard will be reviewed at a minimum once per year; however, in lieu of a review during any period specified, the current Standard will remain in effect.

This Handisoft Service Level Standard is maintained by the Handisoft Support Team, the most current version can be found on our Handisoft Support Page.

5   Service Standard

The following detailed service parameters are the responsibility of Handisoft Support Team in the ongoing support of this Standard.

5.1   Service Scope

The following items are described in this section:

- Case Logging
- Service Availability
- Priority determination
- Case Handling Targets
- Case Resolution
- Customer Responsibilities
- Provider Responsibilities
- Service Assumptions

5.2   Case Logging

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.

Each reported issue will be handled as an individual "Case".

- Cases can be logged via phone on 08 9245 0600 or via email at support@handisoft.com.au
- All the information details should be completed for the remedial process to start.
- Where possible and relevant fault codes, error logs or screenshots should be provided.
- For each case logged with Handisoft a unique Case ID is allocated and email confirmation of the logged case is sent to the registered contact logging that case.
- Handisoft provides in product Chatbot facilities. In all instance's customers are encouraged to visit PEGG through the in-product icon and type in symptoms of issue to determine if a resolution has already been published.
- Where a matter is "Critical to Business Operations " please ensure all details of the case are included reference when logging with support@handisoft.com.au

5.3 Service Availability

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

- Email / Phone Case logging: Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday (AEST), 8:30 A.M. to 5:00 P.M. Monday – Friday (AEWST).

- Cases logged outside of office hours may be collected, however no action can be guaranteed until the next working day, all Critical to Business Operations cases will be actioned immediately
.
- Cases logged outside the above hours that are related to connectivity will be monitored 24/7 and details posted on https://trust.sage.com/ to advise of connectivity status.
- Cases can be logged via Email and via the Handisoft Support Page.
- Handisoft Support portal is available 24/7 at www.sagekb.com
- The Sage City Community is available 24/7 at www.sagecity.com

5.4 Priority Determination Process

The prioritization of works is based on the severity of the problem in hand.

Level	Category	Description
Severity 1 Severity 2	Critical to Business Operations	Unable to lodge returns or major business disruption, major outage, no one can access application and no acceptable solution is available
Severity 3	Not Critical to Business Operations	Employees can perform their duties but issue exists that is not currently hindering business operations

5.5 Case Handling Time Targets

Level	Initial Response & Diagnosis	Target Close or workaround	Escalation
Severity 1 & 2	1 hour	2 hours	1 hour (work until resolved)
Severity 3	Same Business Day (where possible)	24 hours	24 hours

Response times are within business hours. Please note the hours are not cumulative.

5.6 Case Resolution

A clear resolution will be provided for all Cases raised by customers. In some instances, this may not be possible immediately because of issues beyond the control of the Handisoft Support team. In these instances, Handisoft Support will offer a 'workaround' solution where possible to enable the customer to continue working until the underlying issues can be resolved and a permanent resolution provided.

- Case is resolved by support.
- Resolution will be a future change to Handisoft.
- A paid-for work consulting services is required.
- Completion of a previous work request.
- Training required for the customer.
- Customer Success Manager action required
- No response or closed by customer.

5.7 Customer Requirements and Responsibilities

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

- Cases to be logged by personnel trained in the use of the system
- If the case is related to a process the customer is to review self-help materials prior to raising a case.
- To maintain data protection/privacy cases are to be logged only by personnel registered with Access. If cases are received from other areas of the business, they will be routed back to registered contacts.
- Report incidents as they happen, not days later, to enable support to resolve the issue in a timely manner.
- The customer familiarizes themselves with Handisoft expectations on installing system releases and updates.
- Provision of full information (see Appendix 1) as described.
- Availability of staff to provide further information as requested by Handisoft Support.
- Remote access to the system for Handisoft Support staff.
- Reasonable availability of customer representative(s) to test and/or provide feedback on remedial work being carried out.
- Unhindered access to the internet for the users of the system. Be fully subscribed to Standard Support Services.

5.8 Service Provider Requirements and Responsibilities

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

- Meeting response times associated with service-related incidents.

- Appropriate notification to customer for all scheduled maintenance or other occasion of system unavailability.

- Access Group cannot provide any legislative, tax or interpretation advice to customers

5.9 Service Assumptions

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

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

Appendix 1

Information Required before work on a Case commences

Customers submitting a case are requested to supply the following information:

- Handisoft Client Number
- Product Version Number
- Registered Email Address
- Registered First name
- Registered Last Name
- Company Name
- Contact telephone
- Detailed description of the problem:
  - What were you trying to achieve when the problem occurred?
  - What screen were you in when the fault occurred?
  - Please include a screenshot of any error messages in your reply.
  - Confirmation of severity (Impact on Business Operations)

Subsequent Case enquiries must refer to the Unique Case ID provided at time of logging

For more information, visit: www.sage.com./au/

On 1 June 2021, Sage sold Handisoft to The Access Group.

The Sage website and branding will continue to be used in respect of the Handisoft product for a transitional period.

The Access Group is a leading provider of business management software to mid-sized organisations. It helps more than 35,000 global customers across commercial and not-for-profit sectors become more productive and efficient. Its innovative Access Workspace cloud platform transforms the way business software is used, giving every employee the freedom to do more. Founded in 1991, The Access Group employs more than 2,900 staff. The Access Group acquired Attaché Software in 2019 and HandiSoft and Handisoft in 2021 to expand Access Workspace solutions internationally.