

Access Software Australia Pty Limited
Effective 2 August 2021



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1 Document Overview

This Document represents a Service Level Standard (“SLS” or “Standard”) which describes People Pay’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This Document remains valid until superseded by a revised Standard published by Access Software Australia Pty Limited.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 People Pay 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 People Pay 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 People Pay Service Level Standard is maintained by the People Pay Support Team, the most current version can be found on our [People Pay Support Page](#).

5 Service Standard

The following detailed service parameters are the responsibility of People Pay 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 email at sagepeoplepaysupport.au@sage.com or [Online](#)
- All the information details should be completed for the remedial process to start. See details in Appendix 1.
- Where possible and relevant fault codes, error logs or screenshots should be provided.
- For each case logged with People Pay a unique Case ID is allocated and email confirmation of the logged case is sent to the registered contact logging that case.
- Where a matter is “Pay Critical” please ensure all details of the case are included reference when logging with sagepeoplepaysupport.au@sage.com

5.3 Service Availability

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

- Email Case logging: Monitored 8:30 A.M. to 5:00 P.M. Monday – Friday in local time zones (AEST/AEWST).
- 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 [People Pay Support Page](#).
- People Pay 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	High Severity	Total business disruption, significant and continuing data loss, pay critical or security breach which requires immediate and continuous work irrespective of working hours
Severity 2	Normal severity	Faults that cause part of the business process to be delayed or impeded. Information request, question requiring quick answer.
Severity 3	Low severity	Employees can be paid but issue exists that are minor and are causing no business process slowdown or obstruction

5.5 Case Handling Time Targets

Level	Initial Response & Diagnosis	Target Close or workaround	Escalation
Severity 1	1 hour	2 hours	1 hour (work continues through 24 hour period)
Severity 2	2 hours	8 hours	8 hours
Severity 3	48 hours	None	No Escalation

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 People Pay Support team. In these instances, People Pay 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 People Pay.
- 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 issue 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, to enable support to resolve the issue in a timely manner.
- The customer familiarizes themselves with People Pay 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 People Pay Support.
- Remote access to the system for People Pay 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:

- People Pay Customer 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 (Pay Impacting vs Non-Pay Impacting)

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 People Pay to The Access Group.

The Sage website and branding will continue to be used in respect of the People Pay 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 People Pay in 2021 to expand Access Workspace solutions internationally.