

Service Level Agreement

Introduction

This document contains the Service Level Agreement (“SLA”) of W Solutions, having its place of business at Boomweidelaan 33 in Netherlands, registered in the Chamber of Commerce under number 81283938 (hereafter: “W Solutions”) for IT Solutions (hereafter: “the Services”).

The purpose of this SLA is to specify the service level for the Services. This is achieved by specifying performance standards, as well as the consequences in the event these standards would not be met.

The SLA enters into force on the date of delivery of the Services and will stay in effect for as long as the Services are supplied to the customer.

Service level

The following elements determine the service level of the Services and are covered by this SLA.

- Implementation
- Availability
- Backup
- Updates
- Training
- Customer support
- Change management
- Report
- Measures (in case of non-achievement of performance standards in the SLA)

Implementation

W Solutions shall provide support concerning the implementation of the Services within the organisation of the customer. The following is included:

The period during which the implementation services are delivered will not be longer than 3 months.

The customer will be notified when the implementation has been completed. The customer will have two weeks to check if everything works properly. If there are no remarks within two weeks, the Service will be seen as accepted.

Availability

The availability of the Services is 97% of the time measured per week.

The availability of the Services is a effort commitment.

The availability is measured by an independent third party.

Backup

W Solutions makes backups of the data of the customer that is processed in the Services, the software that forms part of the Services and the configurations of the Services, at least once per day.

The backups are stored for a week.

It will be verified whether every backup has been created correctly. The ability to restore backups is tested every month.

It is possible to restore backups of the data of the customer into the Services upon the customer's request.

Updates

Updates are rolled out as often as we can and find necessary.

Training

When W Solutions requires training, this can be requested via:

- Email
- The phone

Training can be provided at the location of the customer and Virtual via a video conference.

Training sessions can be planned for a working day, a daypart or week.

The following is included in the training session:

If a scheduled training session is cancelled by the customer, this does not affect the obligation of the customer to pay for the training.

Customer support

Customer support can be requested via:

- Email: customerservice@w-solutions.dev
- Phone: +31682550752

Opening times of the customer service are:

Mon - Fri between 8:00am and 5:00pm Support requests are responded to within 5 working days from receipt of the request. This reaction time is a effort obligation.

Change management

The customer can submit a request to change the Services via:

- The general contact information

W Solutions shall endeavour to realise requests for changes but until an agreement is entered into about the content, planning and, if applicable, cost of realisation of the change, W Solutions at all times has the option to refrain from making the change if it deems that the change would require excessive effort, or if it does not deem the change to be sufficiently relevant or desirable.

Reporting

W Solutions will not report proactively to the customer if the performance standards in the SLA have been met. It is the customer's own responsibility to check this.

Measures

In the event one or more of the performance standards in the SLA are not met, the customer has the right to a plan for improvement which is created by W Solutions, an improvement plan drawn up for the customer.

Claiming compensation

If the customer deems that a performance standard in this SLA has not been met, the customer can submit a request for compensation via:

- our general contact information