

B2B Software Technologies Ltd.

Service Level Agreement (SLA)

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Overview

This document describes a Service Level Agreement (SLA) between Customer and B2B Software Technologies. It outlines the services offered by B2B for NAVISION ADDON support. This SLA does not supersede any of the general policies or procedures. This SLA is a living document and would be revised as and when necessary with mutual agreement.

SLA Purpose & Scope

This is a Service Level Agreement (“SLA”) between Customer and B2B Software Technologies. The purpose of this document is to ensure that proper mechanisms are in place to provide high quality service and support for NAVISION ADDON Application at Customer. This SLA provides clear description of service ownership, roles and responsibilities, service quality metrics, and consequences thereof in case of non-compliance of expected service levels. The SLA's scope is limited to services offered under Annual Service Plan (ASP) of B2B.

This SLA covers for a period of one year from the date of entering into ASP contract for the ADDON with B2B Software Technologies Ltd.

Services Description

An incident could be a failure or error in an Application which could cause an interruption or degradation in application service. Underlying cause of the incident could be a bug or a data issue. An incident may be resolved by applying a bug fix, a data fix or a change request to remove the error.

Typically an incident can be categorized into 3 types:

1. Bug Fix / Enhancement
 - Code changes
2. Data Fix
3. Expert advice

In case of a bug fix type of incident, all such incidents shall go through the standard change management process as defined in a separate SOP.

Service Availability & Request mode

B2B will provide the support services as follows adhering to SLA response times as described in the subsequent sections.

- ✓ Email/V Server support: Monitored 9:00 A.M. to 6:00 P.M. from Monday to Saturday, excluding Public Holidays. Emails/Tickets received outside of office hours will be addressed on the next working day
Customer will raise incidents through V Serve (Online Ticket Response System-
<http://209.61.192.222/>)

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- Customer will send emails to the mail id Dynamicssupport@b2bsoftech.com)
- ✓ Telephone support: 9:00 A.M. to 6:00 P.M. from Monday to Saturday, excluding Public Holidays.
 - Customer will call the following numbers for telephone support service.
 - Primary Number: +91 040 32425926
 - Alternate Numbers: +91 040 23372522 / 23375926

Service Process flow

For each incident the following steps will be followed:

Initiation

- An incident is received by B2B team from Customer through V Serve ticketing system.

Activities

- The incident and the associated inputs shall be reviewed by B2B team for technical adequacy, consistency and feasibility. Any changes to the incident shall be reviewed.
- Customer ERP Program Manager shall assign priority to the incident
- B2B team shall record the incident and its priority category in the Issue Tracker
- Preliminary analysis will be done by B2B team.
- B2B team shall analyze the issue to find the root cause of the problem. If necessary B2B team may simulate the issue for this purpose. Solution is also identified at this stage.
- In case of Bug Fix/Enhancement type of incident B2B team shall do the following:
 - ✓ Communicate to ERP Program Manager for inputs, clarifications etc.
 - ✓ Conduct Impact analysis
 - ✓ Effort estimation for the incident based on the past data available.
 - ✓ Negotiate on the schedule of release with the Customer ERP Program Manager if necessary
 - ✓ Raise a Change Request and get Customer ERP Program Manager approval
 - ✓ After code changes are done, ensure thorough Unit and Integration testing. Test reports need to be submitted to the Customer ERP Program Manager.
 - ✓ Deploy changed code into TEST server for User Acceptance Testing.
- In case of Data Fix type of incidents B2B shall do the following:
 - ✓ Conduct analysis
 - ✓ Communicate data fix steps to ERP System Admin
 - ✓ Verify with ERP System Admin on successful data fix
- In case of Expert advice type of incidents B2B shall do the following:
 - ✓ Give a detailed explanation to the concerned Customer Core Team member regarding the causes of the problem.
 - ✓ Provide a solution to rectify the problem wherever required

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Closure

- After the incident is addressed, B2B shall close the incident in the V SERVE after concurrence with Customer ERP Program Manager.
- The incident record includes information on total effort spent in minutes to resolve the issue.

SLA Response Time for resolving incidents

1. For **Bug Fixing/Enhancements and Data Fixing** activities following will be target response timelines (Turnaround Time):

Bug Fix/Enhancement and Data Fixing activities						
	Complexity/Criticality					
	High		Medium		Low	
Priority	Min	Max	Min	Max	Min	Max
Priority-1	1H	1D	1H	2D	2H	1D
Priority-2	1H	2D	1H	2D	2H	1D
Priority-3	1H	3D	1H	3D	2H	1D

Note: Time taken by Users/third parties to respond to queries will not be counted into the total time taken for resolution.

Bugs could be functionality changes or coding errors identified during the usage of the software in the Production environment. It could also be that B2B team might have discovered some bugs while studying the source code.

However response times are not applicable for the issues raised at the end of the business hours or week-ends/holidays.

Customer ERP Program Manager will prioritize the Bug Fix/Enhancement and Data Fix issues based on the business priority. B2B team will arrive at the Complexity/Criticality of the Bug Fix/Enhancement and Data Fix issues. The resolution timings will be based on both Priority and Complexity/Criticality.

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2. For **Expert Advice** activities following will be the target response timelines (Turnaround Time):

Expert Advice activities						
	Complexity/Criticality					
	High		Medium		Low	
Priority	Min	Max	Min	Max	Min	Max
Priority-1	30Min	3Hrs	30Min	2Hrs	30Min	1Hrs
Priority-2	30Min	6Hrs	30Min	4Hrs	30Min	2Hrs
Priority-3	30Min	12Hrs	30Min	6Hrs	30Min	3Hrs

Note: Time taken by Users/third parties to respond to queries will not be counted into the total time taken for resolution.

The response times specified by Customer in the SLA document are acceptable to B2B. However response times are not applicable for the issues raised at the end of the business hours or week-ends/holidays.

In case B2B resources are loaded with the issues/incidents, the same will be intimated to Customer ERP Program Manager to further prioritize the issues and keep the low priority issues "on Hold". The duration in which the issues are "On Hold" will not be considered for the SLA Calculations.

SLA Performance Metrics & Review

Following metrics will be used to evaluate the performance of services offered by B2B. A monthly review will be conducted with the B2B Manager. B2B Manager is expected to send a monthly incident tracker along with the metrics to Customer ERP Program Manager well in advance for the review. Based on the review outcome, corrective actions will be initiated to improve the B2B service efficiency.

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Service Level Agreement - Key Metrics

Metric Description	Measurement Metric	Metric Formula	Frequency	Target
Indicates how many times the fix could be delivered within the Turnaround Time	Adherence to Turnaround Time [%] (ATT)	Number of Incidents delivered within turnaround time / Total number of Incidents received *100	Monthly	>=90%
Total number of defects delivered per KLOC	Delivered Defect Density	Total Defects/ KLOC of changed code	Monthly	<= 0.05 Defects / KLoc
indicates quality of the delivery	First Time Right (FTR)	Number of Incidents delivered with defects / Total number of Incidents delivered *100	Monthly	>=99%
Percentage of Incidents completed on time	On Time Delivery (OTD)	No. of on time completed Incidents / Total no. of completed Incidents	Monthly	>=95%
Indicates effort spent on resolving the defects detected	Rework Due to Defects	(Total Rework Effort due to defects) / Total Actual Effort * 100	Monthly	<=5%