



# Client Service Level Agreement

**Effective July 1, 2012**

Cayen Systems is committed to providing exemplary service to all of our clients. This Client Service Level Agreement is made available to inform clients of the details of that commitment.

## Help Desk Support

### Support Hours

Live client phone support is available to all customers during the following days and times. This agreement will refer to the following days and times as our business hours.

- *Monday – Friday: 8:00 AM to 6:00 PM (United States - Central Time)*

Cayen Systems observes most national holidays and will be closed on those days. Our automated phone attendant will inform callers of our closed status.

### How Cayen Systems' Support Works.

All contacts with our support team are logged in our support database system and recorded as billable or warranty. Issues related to user error or when they are in need of further explanation of how some part of the system works are coded as billable. When there is a problem with the system (i.e. a bug, glitch), these are recorded as warranty and time is not deducted from your available support time.

### Contacting Cayen Systems Through Help → Contact Cayen Support.

Contacts made in this manner are unlimited in terms of number of issues submitted. A response will be sent to you no later than 24 hours after receipt provided the original submission was not on a Friday or a day before an observed holiday. Please note that if the issue is determined not to be a warranty issue (i.e. a bug), and phone support is required to best address the issue, phone time will be deducted from your available phone support hours. If additional phone support above the included amounts is needed, the cost for additional phone support is \$85/hour. Purchasing a multi-hour package will reduce the hourly rate.

### Contacting Cayen Systems Via Phone. (414.257.9400 Option 1)

Contacts made in this manner are limited in terms of the hours detailed in your Agreements with us. When calling, clients' calls are answered in the order they are received by one of our Client Care Partners. While we have many incoming phone lines to our support desk, there may be times when all of these lines could be busy while our staff assists other clients. If this happens, or if there is a problem outside the above stated business hours, clients are encouraged to leave a message in the general support mailbox. Cayen Systems' Client Care Partners will respond to voice messages left in the general support mailbox within two (2) hours unless the phone message arrives within the last hour of business; in that case, the response may be at the beginning of the next business day.

Please note that while all Cayen Systems' clients are assigned to one of our Client Care Partners, you are encouraged to feel comfortable talking to any of our Client Care team members. While we will strive to respond as soon as possible, we cannot guarantee a 2-hour response time for emails and/or phone messages left directly for an individual Client Care Partner. This is primarily because team members may be traveling, out due to illness, etc. While our team makes every attempt to change their outgoing voicemail and email messages to alert clients when they will be out of the office, unexpected situations may prevent this from happening.

### **Initial Response Time.**

Shortly after submitting an issue via the Help → Contact Cayen Support section, an email to [support@cayen.net](mailto:support@cayen.net) or phone call, you will receive an email from our automated support software system that summarizes the communication as well as resolutions reached and/or necessary follow up information. The email will contain a ticket number that should be referenced when discussing the issue with us via voicemail and email.

### **Support Issue Updates.**

If a support issue cannot be resolved during the initial call and is escalated to our Quality Assurance (QA)/Support Engineers, Cayen Systems will provide a status report within 24 hours from when the issue was reported. Updates might be:

- 1) If QA can correct the issue right away, we will tell you when you can expect the fix to be live on your system.
- 2) If QA cannot correct the issue immediately, we will communicate that we are bringing the issue to next morning's engineering meeting. After it is discussed at that meeting, an issue update will be provided to the client.
  - a) When an error in the software affecting the immediate major business requirements of the client, as determined by the Cayen Systems' Client Services Manager, (i.e. day-to-day functionality is halted and the software cannot be used as necessary for major functionality such as adding participants, recording attendance or generating invoices) is reported, the support item will be elevated to "critical" and all possible resources will be allocated to resolve the issue.
  - b) To ensure efficiency in serving our many clients, non-critical system fixes may be designated for inclusion in an upcoming software version update. If a support item is designated for inclusion in a software version update, the client shall be notified of such.

Whenever the status of the item changes, an update via email or phone will be provided. Such updates might include: engineering work has started, engineering work has been completed, a release date has been scheduled or the issue has been solved and is considered closed.

If, after a client has contacted Cayen Systems about a support issue via our main support phone line, any time spent addressing the item that would have been considered billable will be waived if we fail to meet the support terms as set forth above.

## **Data Services**

### **Submitting Data to Cayen Systems.**

Cayen Systems' Data Services Team will acknowledge receipt of all data upload requests within one business day. Details on the upload process are documented in the Data Upload Procedures document.

### **Data Processing Time.**

The Data Services team commits to having your data available in 5 business days after receipt of the file. This commitment will cover all file types except for student placement data, which will be available within 7 business days.

This time frame includes the initial review of the data, minor data re-formatting (if necessary) and the loading of the data. In order to streamline the process, Cayen Systems recommends that clients supply the data in one of the standard Cayen-supplied formats.

If the database is not hosted at Cayen Systems, the length of time necessary for data upload completion may vary due to the availability of access to the server where the data is to be uploaded, but will be no

longer than the time frame committed to above with that timeline starting when access to the server is obtained. The client will be notified when the data upload is complete.

There are times when more information is requested from the client, and in order to meet the time commitment, a 1-day turnaround time is required for all questions. If client feedback is required more than two times for a single upload, then the commitment time will be extended accordingly.

If the data in the file is not submitted in a format that is importable due to significant data inconsistencies, or format problems, the Data Services team will notify the client, at which point the client will have two options:

1. Cayen Systems will work with you to bring the data into an acceptable format. Time spent on this process including communication with you will be deducted from available data importation/data assistance hours. If no hours are remaining, a quote will be sent to you with an estimate of the time and associated fees to reformat the data for uploading. Processing will not proceed until payment has been received. Once data is in an acceptable format, it will be available for use on your site within the time stated above.
2. The client can reformat the data and return it to Cayen Systems. Reformatted data sent back to Cayen Systems will undergo the same review and uploading process as stated above.

If Cayen Systems fails to complete the requested data upload within the number of business days described above, and any delays were not caused by a lack of communication from the client, there will be no charge for the uploading service.

## Software Customization Requests

All customization requests must be submitted using a Customization Request Form (available in the HELP section of the Cayen Systems' software) or via a detailed email. Emails or a completed Customization Request Form should be emailed to [customization@cayen.net](mailto:customization@cayen.net) or faxed to 414-257-2472.

A Cayen representative will respond to the client's customization request within three business days via phone in order to gain further understanding of the client's request.

After this discussion between the client and a Cayen Systems representative, if a customization is determined to be the best method to solve the client's business needs, a quote with design and development costs will be emailed to the client. If the client agrees with the quote, the client will sign the quote and return it to Cayen Systems. Cayen Systems will then put the request in the development queue and provide the client with an estimated timeframe for completion. Cayen Systems will keep the client updated on our progress as well.

## Hosting Commitment

If your Cayen application is hosted by Cayen Systems on our secure servers, Cayen Systems will provide the client access to their application with a commitment of 99.5% up-time (system availability) for the term of this hosting period. Scheduled maintenance (patching servers, etc.) may be necessary on occasion and will be preceded by at least 5 business days' notice. From time to time, urgent maintenance may be required and it may not be possible to provide 5 business days' advance notice. All scheduled or urgent maintenance will occur during our maintenance window of Monday – Sunday 10 p.m. – 5 a.m. Central Standard Time. Downtime during this window will be rare, but shall not be considered downtime under Cayen Systems' uptime commitment. Upon the client's hosting renewal for next year, Cayen Systems will review the amount of downtime for this hosting period. If the amount

exceeds Cayen Systems' commitment, Cayen Systems will reduce the client's next year hosting cost by \$100 for every 2 hours or portion thereof up to a maximum of \$500.

## Backup Commitment

If the client's system is hosted by Cayen Systems, Cayen Systems is committed to maintaining our backups as promised. Backups are defined as a copy of the client's SQL Server database and, if applicable, a copy of all files sent to Cayen Systems for importing as well as files that have been uploaded.

Premium Hosting Services allows Cayen Systems to retrieve the client data per the following schedule.

Premium Hosting Services			
	For the most recent year	For 2-5 years in the past	For 5 and more years in the past
The client's data can be retrieved...	...for any specific date since the previous July 1	...within 4 days before or after your request date	...within 6 months before or after your request date
What Cayen Systems retains:	A backup for every day.	A backup for each week	A backup for each year after year 5

All clients currently hosted by Cayen System receive what Cayen Systems is now calling Basic Hosting Services. Data is backed up and retained per the following schedule.

Basic Hosting Services			
	For the most recent month	For the most recent year	For 2 or more years in the past
The client's data can be retrieved...	... for any specific date	... within 4 days before or after your request date	... within 6 months before or after your request date
What Cayen Systems retains:	A backup for every day	A backup for each week	A backup for the previous 6 years

If Cayen Systems is unable to recover the client's data per our commitment, due to unforeseen circumstances, Cayen Systems will credit that month's hosting fees against a future invoice.

*Questions about this Client Service Level Agreement can be directed to Ben Hinkle-Wszalek, Client Services Manager, at 414.257.9400, extension 114. Please note that while the details of this Agreement are subject to change, Cayen Systems' commitment to the highest level of client service and support in the sector will remain consistent.*