>codium®
Innovators of custom software

SLA

Overview

Service Level Agreement Overview

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WELCOME

We create custom software that meets your exact business requirements. Unlike many "off-the-shelf" software products that already exist in the market, Codium can rapidly design you a system that is tailored to your needs.

WHAT MAKES CODIUM DIFFERENT?

Codium has been operating for more than a decade.
Providing you piece of mind that we have the experience and expertise to deliver quality software solutions.

Internationally certified.
Our internal processes have been audited and certified for ISO9001:2015 (Quality Management Systems). The processes we have perfected over the years help us maintain client satisfaction and deliver successful projects time and time again.

We're local.
All of our team are located in Australia. This enables us to collaborate easily on projects and enables us to provide a high quality service to clients.

Trusted supplier for government departments across Australia.
Codium has worked on projects for local government, state government and federal government across an array of departments. The Australian government has strict requirements and selection processes, which proves that Codium can be trusted for your next project.

Our cutting-edge development approach and infrastructure.
Codium has invested heavily in creating a world-class infrastructure that is unique. Our approach incorporates automated testing, active monitoring and deployment processes unlike any other business. This reduces issues, improves quality, as well as saving time and money.

Rapid turnaround.
Codium has developed a large range of code libraries, templates and code snippets that enable us to rapidly turnaround projects. Our robust frameworks and strict security procedures also ensure quality is maintained. The average turnaround for a large project is only 3 months.

Diverse industry experience.
Over the years, we've gained a wealth of specialised expertise in developing software across dozens of industries, such as; aged care, NDIS, agribusiness, financial, thermographic, manufacturing, mining, construction, retail, accommodation, food services, transport, rental, education and training. Check out our portfolio examples at the end of this document for more information.

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MEET OUR LEADERSHIP TEAM

Sam Faulkner
Chief Executive

Sam has been professionally involved in the software industry for over 15 years. He is an experienced team leader, motivator, strategic thinker and change agent who has extensive commercial and business analysis experience.

Eric Van Ryswyk
Chief Strategic Officer

Eric leads client digital transformation strategy at Codium. In this capacity, Eric works closely with clients' executive, technical, business units, personnel and finance leadership teams to scope the integration of digital processes.

James Womack
Chief Operating Officer
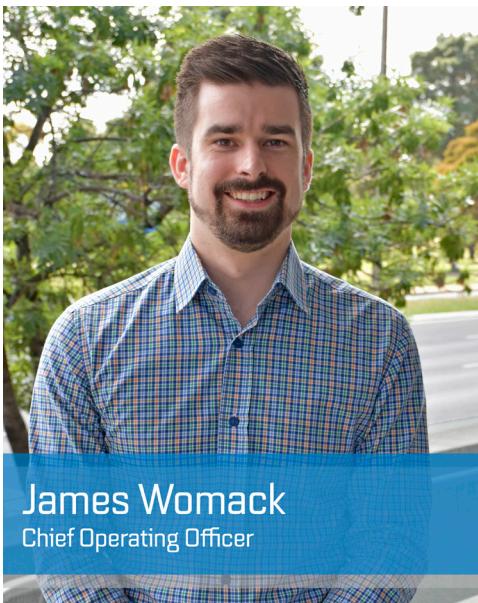
James has oversight of the operations at Codium. His advanced experience enables him to ensure that operations within the business run smoothly to deliver high quality results to customers.

Jason Smith
Chief Technology Officer

Jason has extensive technical experience in software architecture and engineering. He leads Codium's technology, ensuring the use of cutting-edge technologies and development frameworks.

SERVICE LEVEL AGREEMENT KEY BENEFITS

RAPID SUPPORT

Don't let your software hold your business back. In a complex world of integrated systems, there are many factors that can create issues that may affect the running of your software. When this happens, you need immediate support to get it fixed and running correctly again.
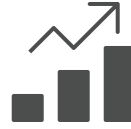
NEW FEATURE REQUESTS

Your market moves quickly, and so you should have the agility to take advantage of new opportunities. Need a quick new feature or change? Codium's support team will make sure nothing holds you back.

PREVENTATIVE MAINTENANCE

Developing test scripts, keeping systems up to date and monitoring performance all keeps your systems running smoothly. When well maintained, systems become more efficient to work on when updates and changes need to be made.

SECURITY ANALYSIS

Don't run the risk of letting the security of your systems slip. Cyber attacks can be costly and their always evolving. Codium's team makes sure that redundancies are always in place and we have the capabilities to take care of any attacks on your system.

CONTINUOUS IMPROVEMENT

These days technology is moving at light speed. We don't expect you to be on top of it, that's our job. We make sure your systems are up to date and we are always looking for ways to improve performance and user experience.

TECHNICAL ADVICE

Sometime you just need to get some quick advice from the experts as you are making business decisions. Through having an SLA with Codium you're only an email or call away to get the answers you need.

We love supporting and maintaining our customer's critical business applications.

INTRODUCTION TO SERVICE LEVEL AGREEMENTS

Codium continuously aims to deliver world class development and support. In such a fast paced world, rapid support is critical to a business running smoothly.

If your software is critical to your business, you can't afford downtime. Codium's Service Level Agreements (SLA) give you peace of mind that if something goes wrong that you have a rapid support team at your fingertips.

In order to provide an efficient support service we have two priority levels which can apply to any eligible SLA support request submitted:

Standard Priority - Target 5 day turnaround

Urgent Priority - Target 8 hours turnaround (utilised at 1.5x the allocated SLA hours)

Support requests are submitted either via the Codium support console located at http://support.codium.com.au or by sending an email to support@codium.com.au. All requests are treated as Standard requests unless the priority is submitted as Urgent in the support console, or the word "Urgent" is included in the support email subject line.

WHAT IS AN SLA?

A Service Level Agreement (SLA) is a contract between a service provider and its customers that documents what services the provider will furnish and defines the performance standards the provider is obligated to meet.

SLAs establish customer expectations with regard to the service provider's performance and quality in a number of ways...

Type of service to be provided:
It specifies the type of service and any additional details of type of service to be provided.

The service's reliability and responsiveness:
A reliable service will be the one which suffers minimum disruptions in a specific amount of time and is available at almost all times. A service with good responsiveness will perform the desired action promptly after the customer requests for it.

The steps for reporting issues with the service:
This component will specify the contact details to report the problem to and the order in which details about the issue have to be reported. The contract will also include a time range in which the problem will be looked upon and also till when the issue will be resolved.

Response and issue resolution time-frame:
Response time-frame is the time period by which the service provider will start the investigation of the issue. Issue resolution time-frame is the time period by which the current service issue will be resolved and fixed.

Monitoring process and service level reporting:
This component describes how the performance levels are supervised and monitored. This process involves gathering of different type of statistics, how frequently this statistics will be collected and how these statistics will be accessed by the customers.

SERVICE LEVEL AGREEMENT - PACKAGE OPTIONS

PACKAGE 1

Package 1 includes:

- Maximum of **10 allocated SLA hours** per month
- SLA Hours to be used on bugs, support requests, and eligible new feature requests*
- Priority response and turnaround times
- Remaining SLA hours rolled over for 1 month
- Preventive maintenance tasks performed in the event of unused roll over hours
- Standard warranty on project work for 60 days (SLA hours not deducted in this period for bugs)

PACKAGE 2

Package 2 includes:

- Maximum of **15 allocated SLA** hours per month
- SLA Hours to be used on bugs, support requests, and eligible new feature requests*
- Priority response and turnaround times
- Remaining SLA hours rolled over for 1 month
- Preventive maintenance tasks performed in the event of unused roll over hours
- **Extended warranty on completed project work to 90 days** (SLA hours not deducted in this period for bugs)

PACKAGE 3

Package 3 includes:

- Maximum of **20 allocated SLA** hours per month
- SLA Hours to be used on bugs, support requests, and eligible new feature requests*
- Priority response and turnaround times
- Remaining SLA hours rolled over for 1 month
- Preventive maintenance tasks performed in the event of unused hours
- **Extended warranty on completed project work to 90 days** (SLA hours not deducted in this period for bugs)

* Only the first 70% of SLA hours each month can be used on eligible new feature requests, the final 30% is reserved for bug and support requests only. This is to ensure some hours are available for priority support when you need it and also to allow for enough roll-over hours for necessary preventative maintenance tasks. See the FAQ section on Page 8 for more information on what is considered an eligible new feature request.

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We've collated the top questions asked by our clients to help you understand how Service Level Agreements work.

FREQUENTLY ASKED QUESTIONS

1. Are my unused SLA hours rolled over?

Yes, unused support hours are rolled over for a maximum of one month. For example, if you have 10 hours per month of SLA hours and only use 2, then the following month you will have 18 hours available to use. Hours for the current month are utilised first before rolled over hours. If any rolled over SLA hours are not used, Codium's support team will perform preventative maintenance tasks to maximise the value of rolled over hours.

2. What preventative tasks are performed with an SLA?

In the event that support hours are not used on support requests, our Support Team will perform a series of preventative tasks to maximise value of your SLA. These tasks include, but are not limited to; developing test scripts, stress testing, code refactoring (for speed enhancement), security patching and intrusion detection.

3. Why can I only select from three SLA packages?

Our three SLA options have been carefully tailored to enable our dedicated Support Team to have the adequate resources to be able to effectively handle support and urgent new feature requests.

4. How do I submit a support request on an SLA?

In order to submit a support request, SLA customers can either send an email to support@codium.com.au or log into the support console located at http://support.codium.com.au. This will create a support ticket which allows our support team to track and communicate with you efficiently throughout the support process.

5. What is an Eligible New Feature Request?

Eligible new feature requests are requests for minor improvements or changes to software functionality. If a new feature request is estimated by Codium to take 5 hours or less it is considered minor. Requests which are estimated to take longer than this will need to be passed onto the scoping/project team to provide a quote and schedule the development separately from the SLA.

6. How do I know how my SLA hours were used?

At the end of each month Codium generates detailed reports on how many SLA hours were used and what they were used on. In the event SLA hours were used on maintenance tasks Codium will outline what tasks were performed in the month.

7. What happens if I'm in a warranty period?

If you have recently completed a quoted project with Codium, you will have a standard 60 day Project Warranty in which bugs are fixed at no charge or deduction of SLA hours. During this warranty period, having an SLA means you can enjoy rapid response times that an SLA provides and SLA support on non-bug related requests. If you have purchased Package 2 or 3, your quoted projects will receive an extended warranty to 90 days.

8. Is there a minimum term for Service Level Agreements?

Yes, the purpose of a Service Level Agreement is so we can plan to have enough available resources to handle support requests effectively across all our clients on an SLA. In order to do this our SLA plans are for a term of 12 months and renew automatically on a monthly basis at the end of each term unless canceled at least 60 days prior to the end of the term. In the event of early cancellation the remaining months in the term are charged at 25% and remaining support hours are forfeited.

FREQUENTLY ASKED QUESTIONS CONTINUED

9. What is a software bug?

A genuine software bug is defined as a repeatable error, where the software clearly does not function in accordance with the agreed project specification. For the avoidance of doubt, this excludes requests for changes to specified software behavior or undocumented features. Codium will apply its experience and reasonable discretion in acknowledging genuine software bugs.

10. Do I have to pay for bugs after my warranty period?

Yes, this is because the warranty period is intended to be the time where the majority of bugs should be identified and resolved. After this time bugs that occur can be the result of many factors, such as changing environments, e.g. new versions of web browsers, plugin updates. The purpose of the SLA is to provide rapid support in the event something goes wrong.

11. What happens when my SLA hours run out?

When allocated Support Hours have been exhausted, generally, all new support requests will, subject to the availability of resources, revert to a standard response time only and will be invoiced at the SLA package base rate on a time and materials basis.

12. Do you provide after hours support?

Codium's hours of operation are 9am-5pm Monday to Friday, support outside of these hours cannot be guaranteed. In the case of emergencies outside business hours we will do our best to handle your request. Out of hours work is undertaken at 2.0 times the base rate, work performed on public holidays is undertaken at 2.5 times the base rate.

13. What if I don't have an active SLA and need support?

The purpose of an SLA is to have dedicated resources ready to handle support requests. If a client is not on an active SLA and requires urgent support (up to 4 week turnaround) the request will be charged at the rate of $350 plus GST per hour, non-priority support requests will be charged at a rate of $235 plus GST per hour and will be resolved when the support team has availability. Without an active SLA, we can't commit to the same response times that we can under an SLA due to not having the resources planned. New feature requests from non-SLA clients are forwarded to the sales team to be quoted and then scheduled by the project team.

14. What happens if I make an eligible new feature request when I have less than 30% of my SLA hours left for a month?

The primary purpose of an SLA is to provide support when you need it, therefore, Codium reserves the right to stop work on any new feature requests when you have less than 30% of your remaining SLA hours left. If this happens, our support team will let you know and will give you the option either to wait until the next month or you can opt to pay for the new feature request on a time and materials basis, charged at the base rate for the SLA package you are on. Any unused hours will roll over to the next month and will first be used on any necessary preventative maintenance tasks, and then can be used on any other eligible request.

15. How long can I expect to wait for support?

Our support team endeavors to reply to your request as soon as possible. In the event you require immediate support assistance you can simply email support@codium.com.au with the word "Urgent" in the subject line. Urgent support requests are handled above all other standard requests and a target 8 hour turnaround applies. Urgent support requests utilise SLA allocated hours at 1.5x the standard rate. Standard requests have a target turnaround of 5 days. Target turnaround times begin from when our team has been provided with enough information replicate the issue or to create the new feature.

Service level agreements serve an important purpose: it sets standards and expectations. Our agreement with you lets us know what services you need and what level of fulfillment you need them to be at a given time. It serves both as our deadline and as our way of measuring performance. The agreement also clearly states our capacity and commitment. This sets proper expectations and helps us avoid misunderstandings later on.

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