



# Support & Maintenance

## **Engagis Service Overview**



# 1 Engagis Service Desk and On-Site Support

## 1.1 Overview

The operation of a digital network is often complex, with multiple providers supplying software, content, screens, media players, routers, peripherals and internet connections. This complexity often sees issues arise, finger pointing and blame looping between the web of stakeholders.

Engagis is different. We manage and support Australia's largest and most complex digital media networks. We maintain a permanent force of certified technicians and dedicated teams for each client to manage the support of all our networks. This is backed by strong service level agreements with our clients and partners.

We boast an unparalleled uptime exceeding 99%. It's why we are recognised within the industry as the leader in supporting large-scale digital media solutions. This is the defining characteristic of the Engagis Support promise. At the same time, we ensure a balance between maximum quality of service and lowest total cost of ownership.

## 1.2 Our commitment to quality

Engagis is ISO 9001 compliant and our commitment to quality and continuous improvement is second to none.



## 1.3 Our Promise to You

- The Engagis Support team will be responsible for managing a case until resolution.
- Support requests will be responded to within SLA and resolved immediately or a plan toward resolution will be provided.
- We will provide a unique identifier for logging, tracking and reporting purposes.
- We will deliver a content management system with an availability of 99.9%.
- We will deliver an in-store solution up-time exceeding 99%.



## 1.4 Hours of Availability

Engagis Enterprise Support is available 24 hours a day, 365 days a year. Engagis will be responsible for having trained expertise or establishing a localised network such that support can be engaged at all sites within set service levels.

## 1.5 Contacting Engagis Support

Engagis provides a helpdesk contactable by email or phone. The helpdesk will log and assess the severity of customer requests in line with the Priority Levels defined below.

*Phone:* 1300 2013 810

*Email:* support@engagis.com

When a customer contacts Engagis Support, a case will be created in the Engagis Support CRM and the customer will be provided a unique case identifier via email.

## 1.6 Resolving Customer Requests

Upon receipt of a customer contact, the helpdesk will assess the customer request and assign an appropriate priority level. Engagis Support will be responsible for managing a case until resolution is achieved. Ongoing resolution efforts will take place in line with the assigned Priority Level and the applicable SLAs outlined below.

Engagis can provide an online portal service to provide the customer visibility of current open cases and recently closed cases.

## 1.7 Included in Engagis Support Scope

The scope of the support agreement includes, and is limited to the following Engagis supplied equipment and services:

- Digital media player hardware including cabling supplied by Engagis
- Screens and screen cabling supplied by Engagis
- Solution software supplied by Engagis in line with applicable agreements
- Solution content as provided by Engagis in line with applicable agreements
- Internet connectivity where provided by Engagis (i.e. ISP, 3G/4G)

## 1.8 Excluded from Engagis Support Scope

The scope of the support agreement does not include the following equipment or services:

- Power for all electrical devices
- Internet and network connectivity where provided by Customer (i.e. ISP, 3G/4G)
- Customer or 3rd party created solution content and software, in line with applicable agreements

Services affected by the availability or reliability of the above items are considered outside Engagis control. Engagis cannot accept responsibility for failure to meet an SLA due to the failure or unreliability of these items.

Time spent performing site induction will be charged at normal rates.



## 2 Service Level Agreement (SLA)

### 2.1 Solution Availability

Solution Type	Up-time Percentage Commitment
Content Management Service	99.9%
In-store Solution	99%

### 2.2 Priority Level Definitions

Priority	Definition
<b>Priority 1 Critical</b>	Customer impacting incident requiring immediate corrective action due to the large number of customers affected or has major business impact as a result of a network, product or service unavailability or degradation across national or multiple geographical areas or has the potential to result in damage to customer brand / reputation or incur a major financial penalty. Incident is affecting a minimum of 10 stores / locations.
<b>Priority 2 High</b>	Customer impacting incident requiring prompt corrective action due to the large number of customers affected or has significant business impact as a result of a network, product or service unavailability or degradation across national or multiple geographical areas or has the potential to result in damage to customer brand / reputation or incur a major financial penalty. Incident is affecting a minimum of 10 stores / locations.
<b>Priority 3 Medium</b>	Customer impacting incident requiring a managed restoration where business impact is minimal despite network, product or service unavailability or degradation. Incident affects single site or solution. Product or service unavailability or severely limited functionality.
<b>Priority 4 Low</b>	Customer impacting incident requiring restoration where business / customer impact is manageable despite network, product or service unavailability or degradation. Incident affects a single solution and generally has low business impact. The product or service has performance degradation or reduced functionality. User application/password/account problem.



## 2.3 Engagis Response and Resolution Time SLAs

Engagis Support is available 365 days a year, 24 hours a day. SLAs are measured in business days or part thereof (Monday to Friday, 8am to 6pm, excluding public holidays).

Priority	Response	Remote Restoration or Workaround	Technician on Site			Hardware Dispatch*	Software Resolution
			Metro	Regional	Remote		
Priority 1	30 Minutes	90 Minutes	4 Business Hours	Next Business Day	2 Business Days	1 business day	15 Business Days
Priority 2	60 Minutes	3 Hours	1 Business Day	2 Business Days	3 Business Days	1 business day	20 Business Days
Priority 3	2 Hours	2 Business Days	Next Business Day	2 Business Days	4 Business Days	1 business day	30 Business Days
Priority 4	1 Business Day	3 Business Days	3 Business Days	5 Business Days	10 Business Days	1 business day	N/A

\*SLA measured from the time technician is on site and determines hardware replacement required, or if this determination is made remotely by Engagis Support. Agreement required between Engagis and customer to carry spare hardware.

Engagis is not required to meet the Service Levels specified above in this SLA for the duration of any of the following events:

- Planned outages
- Failure, degradation or malfunction of services and/or systems and applications used to provide the service that are not managed by Engagis, including hardware
- Delay caused/contributed to by the customer and/or any other third party
- If Engagis Support is unable to contact the customers staff or authorized personnel responsible for assisting with resolution – i.e. to obtain site access, computer and equipment, passwords
- Force Majeure Events (Including acts of God)

For any issues that cannot be resolved within SLA or are expected to take longer, the customer will be notified and an agreement will be reached for expected time of resolution.

## 3 Reporting

For eligible support products Engagis provides customisable online reporting.

Engagis will provide a full Major Incident Report within 2 business days of all Priority 1 and 2 incidents.



## 4 Definitions

**Business Day** means 8:00AM to 6:00PM Monday to Friday (excluding Public Holidays).

**Metro, Regional** and **Remote** are defined as per the ARIA+ 2011 definition utilised by the Australian Bureau of Statistics.

[ARIA+ 2011 \(Scores rounded for demonstration purposes\) ↗](#)

[ABS Remoteness Structure ↗](#)

For the purposes of this document definitions are as follows:

*Metro* = Highly Accessible

*Regional* = Accessible

*Remote* = Moderately Accessible, Remote and Very Remote

**Response** means acknowledgement of the receipt of an incident or outage, including provision of an Case ID / Case number, acknowledgement of the priority level and an indication of the next steps toward resolution

**Resolution** means that the issue or root cause of the fault has been fully identified and fixed. The hardware in question have been either replaced or fully repaired and solution content displayed as intended.

**Restoration** means that a temporary solution is enacted to allow the store to continue operations with minimum impact on the retail experience for customers. This may mean allowing content that would normally be distributed to the screen, to be displayed in some alternate format.

**Up-time** refers to the average uptime of all devices in the solution.



# Questions?

**1300 203 810**

**info@engagis.com**

**www.engagis.com**



Sydney • Melbourne • Brisbane • Auckland • Novi Sad • Cagayan de Oro

© 2018 Engagis Pty. Ltd. All rights reserved.

