Datagr8 SLA
Website Software and Services

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https://www.avepoint.com/company/terms-of-use

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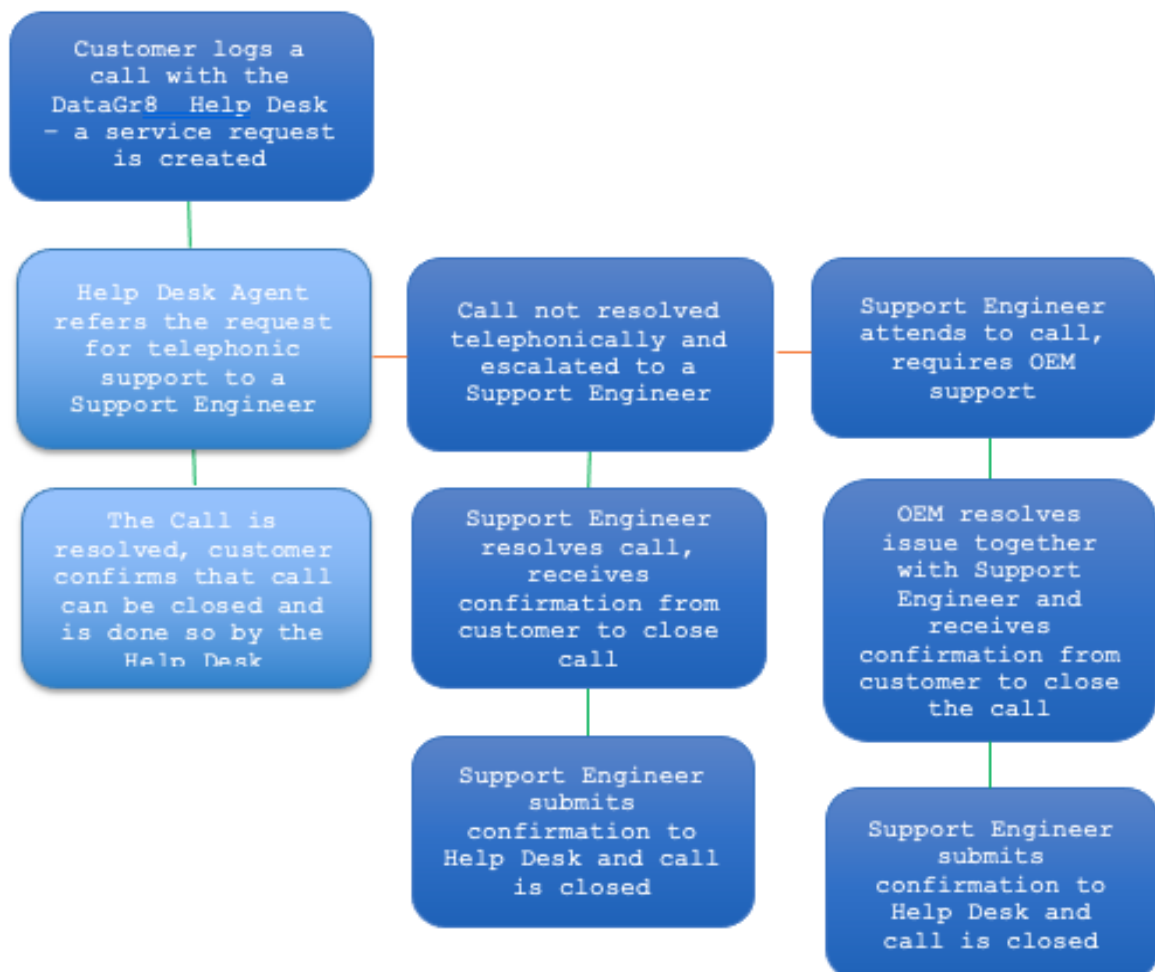
https://terranovasecurity.com/terms-of-use/

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00_gettingstarted/Terms_of_Service_and_End_User_License_Agreement_(EULA)

4. DataGr8 SLA

4.1.   Support Call Process

The following is a flow diagram of how the call logging procedure and response to it will work:

```
Customer logs a
call with the
DataGr8  Help Desk
- a service request
is created
        │
Help Desk Agent          Call not resolved       Support Engineer
refers the request   ──  telephonically and   ──  attends to call,
for telephonic           escalated to a           requires OEM
support to a             Support Engineer         support
Support Engineer
        │                        │                        │
The Call is              Support Engineer         OEM resolves
resolved, customer       resolves call,           issue together
confirms that call       receives                 with Support
can be closed and        confirmation from        Engineer and
is done so by the        customer to close        receives
Help Desk                call                     confirmation from
                                                  customer to close
                                                  the call
                                 │                        │
                         Support Engineer         Support Engineer
                         submits                  submits
                         confirmation to          confirmation to
                         Help Desk and call       Help Desk and
                         is closed                call is closed
```

4.2.   System Health

System health is monthly checked by the DataGr8 technical to proactively detect faults and perform immediate break-fix and reporting on all solution components:

● Immediate break-fix – If a problem is detected within the control of the Contractor, it will be repaired as soon as reasonably possible.
● to ensure a healthy and fully operational product environment. **Where unable to repair, escalate issues within the customer control to address internally or with its service providers.
● Towards the end of each month, DataGr8 will provide a report to the customer on the issues identified within the month.

4.3.   Annual Software License Maintenance

OEM software subscriptions will renew automatically every twelve months. DataGr8 requires a two-month notice to cancel any software or service subscription. Customers must send cancellations to the DataGr8 Helpdesk and sales@datagr8.com.If DataGr8 does not receive a cancellation notice, the customer subscription will automatically renew for another twelve months.

4.4.   Procedures

4.4.1.   Method of Referral

Logging the incident via the Service Desk accessible at:

Contact	Number	E-Mail Address
DataGr8 Service Desk	+27 (10) 500-0525	helpdesk@DataGr8.com

4.4.2.   Method of Return of Resolved Requests

Immediately following the resolution of each request, Datagr8 will notify the customer support staff, updating the incident status on the Service Desk.

4.5.   Support Hours

Services in terms of this SLA will be delivered during working hours and over weekends as defined below unless specifically agreed otherwise due to operational requirements or criticality.

Normal working hours are from 08:00 to 17:00 from Mondays to Fridays, South African Time Zone, excluding South African public holidays.

4.6. Reporting

4.6.1. Terranova

The Customer will receive a monthly report on the status of Terranova Training, including the following:

- Number of Users.
- Support calls logged.
- Training Campaign status.
- Recommendations.

In addition to the monthly report, The Customer will receive a report of Terranova phishing Campaigns twice every 12 months.

4.6.2. AvePoint

The Customer will receive a monthly report on the status of AvePoint backups, including the following:

- Status.
- License information.
- Storage Consumption.
- Support calls logged.
- Recommendations.
- Restore Requests.

4.6.3. Proofpoint

The Customer will receive a monthly report on the status of Proofpoint email security, including the following:

- License Information
- Threat Overview
- Blocked Emails
- Support calls logged.
- Recommendations.

….. End….