



Overview

This document will give you a comprehensive guide to the SLA provided by the Support and Services Team at SG World.

Contact Details

Should you need to raise a support or service request with SG World we can be contacted by both email and telephone:

Tel: 01270 531883

Email: Helpdesk@sgworld.com

Support Hours

Day	Opening Time	Closing Time
Monday	09:00	17:00
Tuesday	09:00	17:00
Wednesday	09:00	17:00
Thursday	09:00	17:00
Friday	09:00	17:00
Saturday/Sunday	Closed	Closed
Public Holidays and Christmas Shutdown*	Closed	Closed

* SG World Support and Services will not be available between 17:00 on the 24th Dec 2015 and 09:00 on the 4th Jan 2016

Ticket Prioritisation

When a new ticket is raised with the support desk the following criteria will be used to assess and assign a priority to the ticket:

Urgency	Description
1	Complete system outage across multiple sites/ departments.
2	Core systems not working.
3	Non-core system not working.
4	Requests for additional services, products or training.

The table below will show the priority of a ticket based on the assessment of the criteria above:

Impact	Description
1	Complete system outages. Issues that could cause high fiscal and/or reputational impact.
2	Partial system outage. Issues that could cause medium fiscal and/or reputational impact.
3	Low impacting issues. Issues that will cause minimal or no fiscal and/or reputational impact.
4	Chargeable requests for additional systems, equipment and/or training.

After a ticket is logged you can expect an initial response within the times below:

Priority	Response Time	SLA
1	0.5 hours	90%
2	1 hour	90%
3	3 hours	90%
4	8 hours	90%

PRIORITY	URGENCY			
	1	2	3	4
IMPACT	1	1	2	2
	2	1	2	3
	3	2	3	4
	4	2	3	4

Fix Times and Escalation

After your ticket is logged and prioritised you can expect a workaround or fix to be implemented in the following times*

Priority	Fix/Workaround Time	SLA
1	4 hours	80%
2	8 hour	90%
3	16 hours	95%
4	32 hours	95%

*Fix and workaround times do not include time when we are waiting on customers or 3rd parties

If you need updates or are unhappy with the level of support you have received please follow the escalation route below:

	Name	Position	Phone No	Email Address
1	Helpdesk	Helpdesk	01270 531883	helpdesk@sgworld.com
2	Dave Boulton	Support and Services Manager	01270 531866	daveboulton@sgworld.com
3	Andrew Coppack	Head of IT	01270 500921	andrewcoppack@sgworld.com

Customer Responsibilities

To help SG World provide efficient support for you and your systems you will need :

- To allow access to the all appropriate hardware and software when support is needed, to both remote and local engineers
- To ensure all data is backed up and recoverable before work is carried out on your systems. SG World are not responsible for ensuring that your data is recoverable in the event of failure or loss
- International customers to have an English speaking representative will need to be available when support is required
- Staff who have been trained in the use of your systems to be available to liaise with SG World when you raise a support requests



SG WORLD
ARNOLD HAASE HOUSE
DUCHY ROAD,
CREWE, CHESHIRE CW1 6ND

WWW.SGWORLD.COM
PHONE: 01270 531883
EMAIL: HELPDESK@SGWORLD.COM