

Service Level Agreements

Sign up for a OneSquared SLA and if we ever fail to meet the 99.9% up-time guarantee for your service, you'll be eligible to claim a refund of 5% of the monthly fee for every hour that your server is unavailable up to 100% of your monthly fee.

What is it?

As part of our commitment to support, we offer a Service Level Agreement (SLA) to ensure range of support options for our customers.

An SLA sits alongside a support agreement and guarantees

- Service up-time
- Response time
- Access to Extended hours support

Service Uptime Guarantee – as part of our SLA, our service uptime guarantee provides the customer with a guaranteed minimum service uptime of 99.9% (45 minutes downtime in any month) based on a rolling 31 day measurement interval and excluding periods of scheduled downtime and a few other limitations.

For the purposes of determining uptime, we measure:

- Modica's network availability
- The ability to "PING" the platform from which the customer's service is delivered.

How does it work?

As an extension to your standard service, customers purchase an extended hours support agreement and accompanying SLA. Once in place the SLA covers all of your services including:

- SLA Call Logging - Calls can be logged with the OneSquared SLA support desk 24 hours a day, 7 days a week.

- SLA Call Categorisation - When a call is logged with the SLA support desk, a category is assigned to the call based on the impact that the fault is having on the client's service level. This categorisation is done by the SLA support desk based on the information supplied by the client at the time the call is logged as follows:

Critical - A system, device or application is completely unusable.

Normal - impact the client's business but is critical. For example: A feature of a web site, such as a Search Engine, is unusable.

Minor - issues that do not affect the client's business. For example: A graphic image is missing from a website

- Performance Metrics – SLA customers have guaranteed response times, service availability, and SLA fault resolution and escalation processes.

Is it right for you?

If you require guaranteed response times and availability for you infrastructure service, coupled with 24x7 support, then a Service Level Agreement is a key requirement for your infrastructure service.