



## SLA Standard (en)



Response time: 8h / 24h / 5d. Duration: 1 month

~~Price net 1'835,00 €~~

Sales price without tax 1'835,00 €

Tax amount

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Manufacturer [Borgmann Aquaponik Hydroponik](#)

### Description

## Service Level Agreement

**For:** Customer

**From:** Borgmann Aquaponics Hydroponics

Effective date: \_\_.\_\_.\_\_\_\_

Document owner: Borgmann Aquaponics Hydroponics

### Version

Version	Date	comment	author
1.0	10-05-2022	First version	Helmer Borgmann



1.1	07-23-2022	Revision of goals	Helmer Borgmann
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## Acceptance

Company	Role	Surname	Signature	Date
Borgmann Aquaponics Hydroponics	Service provider	Borgmann Aquaponics Hydroponics	[Signature]	---.---.---
[Customer]	customer	[Customer/Company Name]	[Signature]	---.---.---

### reaction time

0-8 hours (during business hours) for high priority issues.  
Within 48 hours for medium priority issues.  
Within 5 working days for issues classified as low priority.

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## 1. Overview of the agreement

### 1. Agreement Overview

This Agreement constitutes a service level agreement ("SLA" or "Agreement") between Company Name (the "Service Provider") and Customer Name (the "Customer") for the provision of services (the "Service" or "Services") that are necessary to support and maintain the product or service name.

This Agreement will remain in effect until replaced by a revised Agreement mutually approved by the parties involved.

This Agreement outlines the parameters of all covered Service Services as understood by the principal parties involved. This Agreement does not replace current processes and procedures except as expressly stated herein.

### 2. Goal setting and goals

2. This Agreement is intended to ensure that the right elements and commitments are in place to ensure consistent support and delivery of services to the Customer(s) by the Service Provider(s).

The purpose of this Agreement is to reach a mutual agreement on the provision of services between the Service Provider(s) and the Customer(s).

The objectives of this agreement are:

Clear reference to service ownership, responsibility, roles and/or responsibilities.

to provide the customer with a clear, precise and measurable description of the service provision.

Consistency of ideas about expected service delivery with actual support and delivery of the service.

### 3. Participants

The following Service Provider and Customer(s) form the basis of the Agreement and are the key stakeholders in connection with this SLA:

Service provider: company name. "Borgmann Aquaponics Hydroponics"

Customer(s): Customer ("Customer")



#### **4. Regular review**

This Agreement is effective as of the effective date set forth herein and is effective until further notice. This agreement should be reviewed at least once per fiscal year; however, in lieu of a review during a specified period, the current Agreement will remain in effect.

The Business Relationship Manager ("Document Owner") is responsible for facilitating the regular review of this document. The contents of this document may be changed if necessary, provided that the main parties concerned agree and all affected parties are informed thereof. The document owner will incorporate any subsequent revisions and obtain mutual agreements/approval as necessary.

Business Relationship Manager: Borgmann Aquaponics Hydroponics

Review Period: Semi-Annual (6 Months)

Last Review Date: July 23, 2022

Next Review Date: January 23, 2023

#### **5. Service Agreement**

The following detailed performance parameters are the responsibility of the service provider in the ongoing maintenance of this contract.

##### **5.1 Scope of the service**

The following services are subject to this agreement;

Manned telephone support

Monitored email support

Remote support via Remote Desktop and virtual private network when available

Scheduled or emergency on-site support (additional costs apply)

Monthly system health checks

##### **5.2 Customer requirements**

Customer's responsibilities and/or requirements in relation to this Agreement include:

Payment of all support costs at the agreed intervals.

Adequate availability of customer representative(s) to resolve a service-related incident or request.

##### **5.3 Service Provider Requirements**

Service Provider's responsibilities and/or requirements in support of this Agreement include:

Compliance with response times for service-related incidents.

Adequate notification to the customer of all scheduled maintenance.

##### **5.4 Service Assumptions**

Assumptions regarding services and/or components in scope include:

Changes to the services will be communicated and documented to all parties involved.

#### **6. Service Management**

Effective support of in-scope services is the result of maintaining consistent service levels. The following sections provide relevant details about service availability, monitoring in-scope services, and related components.

##### **6.1 Availability of the Service**

The accessibility parameters for the Services covered in this Agreement are as follows:

Telephone support: 9:00 a.m. to 5:00 p.m., Monday to Friday.

Calls received outside of office hours will be forwarded to a cell phone and an attempt will be made to answer or process the call.

Email Support: Monitored 9:00 a.m. to 5:00 p.m., Monday to Friday.

Emails received outside of office hours will be accepted, but cannot be guaranteed to be processed by the next business day.

Onsite support is guaranteed within 72 hours during the business week. Travel costs will be charged additionally.



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## 6.2 Service Requests

In support of the Services described in this Agreement, Service Provider will respond to Service-related incidents and/or requests from Customer within the following time periods:

0-8 hours (during business hours) for high priority issues.

Within 48 hours for medium priority issues.

Within 5 working days for issues classified as low priority.

Remote support will be provided within the time frames set out above, depending on the priority of the support request.