Service and Support – Visma EasyCruit

Appendix 1.2 – Service Description

Version: July 2020

VISMA

Contents

Introduction

This annex contains a description of the Service and Support activities, including procedures for managing errors that are covered by the Customer's Agreement.

Purpose

The appendix lists the services included in Visma Enterprise's Service and Support, and it also describes how the Customer should act in relation to errors and what the Customer can expect will be done with regard to their correction.

Service and Support

Visma Enterprise offers the following overall service and support activities:

- Hotline
- Consultant assistance
- Courses
- Training
- Access to tutorials and product information.

The specific definition of what service and support activities are included in the implementation and operation phases of the solution depends on what service package the Customer has selected (this is listed in the clause 3.2 'Implementation costs' of the Agreement).

Hotline

The customer can contact Visma Enterprise's customer service centre via:

- email: Easycruitdanmark@visma.com
- phone: +45 88 97 97 40.

In return for payment, the customer service centre can assist the Customer in using the system, both generally and for the Customer's specific system, and it can also assist with communication issues of a technical nature.
The hotline can be contacted during the following periods:

- Monday - Friday   9 a.m. - 4 p.m.

When contacting the hotline, please state the company name.

When contacted by email, Visma Enterprise will confirm that it has received the email and state when (at the latest) Visma Enterprise expects to respond to the Customer's inquiry.

Assistance from a consultant

In case it is a major issue that cannot be resolved over the phone, or if the Customer wants Visma Enterprise to carry out a task, the Customer can pay for assistance from consultants, e.g. for setting up and customising the IT solution.

The assistance from consultants can be ordered directly via the Hotline by phone or email. The Customer will receive an offer for assistance from consultants and the Customer must accept this offer before Visma Enterprise begins working on the task.

Courses

Visma Enterprise holds courses on, among other things, learning how to understand one's salary and legal issues. The courses offered are listed on Visma Enterprise's customer portal https://community.visma.com. The Customer's participation in courses is invoiced according to the current rates listed in the course description.

You can sign up via Visma Enterprise's customer portal or by contacting Visma Enterprise's customer service centre.

Access to tutorials and product information

The Customer can use a personal user name and password to find the following on Visma Enterprise's customer portal, https://community.visma.com:

- Information on change logs in connection with system updates
- Tutorials on how to use the system.

Signing up for Visma Enterprise's newsletter

Users of the system can sign up for Visma Enterprise's newsletter on the customer portal

Service levels

Availability

Availability means that it is possible to log on to EasyCruit. The service must be available for login at least 99.8% of the time, as measured 24/7 for a period of 30 days. All maintenance made within the scheduled maintenance windows will not be included in the calculation of availability. Visma Enterprise will take reasonable steps in terms of redundancy, monitoring and platform administration which are necessary in order to achieve the above-mentioned availability level.

Incident management

Support cover
Customer support for EasyCruit is provided on the basis of the selected support package and during the support period that is listed on the support panel.

Incident notification
Incidents are reported on and tracked as listed on EasyCruit's support panel.

Visma Enterprise will review the assigned severity level and can change it to a higher or lower level in consultation with the Customer. The Customer can monitor and update the status of the problem via the support panel or over the phone.

Security notification
In the event of a data security breach that impacts the Customer, Visma Enterprise will contact the Customer. A data security breach that involves personal data will be notified in accordance with the current legislation on the protection of personal data.

Incident management
An incident is an event where EasyCruit does not function as stated in the description of services, and (if it is reported by the Customer) Visma Enterprise is notified of it via Visma Community. A deficiency is an error that causes unexpected things to occur in EasyCruit.

All incidents are assigned a unique ticket number and categorised on the basis of severity in accordance with the following definitions:

SEVERITY 1 – critical	
Definition	A critical production problem that affects all users. This includes infrastructure errors. Problems that involve availability or data integrity and where there is no workaround.
Response*	Visma Enterprise will respond within 1 hour, and emergency support service will be in English.
Service level obligation	Visma Enterprise aims to provide continual support services during the support period until the problem has been solved or a workaround has been implemented.

SEVERITY 2 – high	
Definition	A serious impact on the business that affects many users and prevents one or more important functions in EasyCruit from being used or one which results in performance impairments. EasyCruit is in operation to a limited extent. There might be a manual workaround available, but it will be quite complicated.
Response*	Visma Enterprise will respond within 2 hours within the support period.
Service level obligation	Visma Enterprise aims to provide continual support services during the support period until the problem has been solved or a workaround has been implemented. If the problem is defined as a deficiency, and if a patch is needed, then this will be taken care of during the working hours at the associated development centre which will be located in the EMEA region.

SEVERITY 3 – medium high	
Definition	EasyCruit is operational, but there are functional limitations or deficiencies which are not critical for the daily operations. A manual workaround might be possible.
Response*	Visma Enterprise will respond within 1 day within the support period.
Service level obligation	Visma Enterprise will work on the matter during the support period until the problem has been solved or a workaround has been implemented. If the problem is defined as a deficiency, it will be scheduled to be fixed in connection with the next available Release.

SEVERITY 4 – low	
Definition	A minor incident that affects a limited number of users, a technical question or "how do I do this?" type question related to EasyCruit's functionality.
Response*	The supplier will respond within 2 days within the support period.
Service level obligation	Visma Enterprise will work on the matter during the support period until the problem has been solved or a workaround has been implemented. If the problem is defined as a deficiency, it will be taken into consideration in connection with a future Release.

* Response means that Visma Enterprise has provided the Customer with feedback in the form of a confirmation of receipt and the assigning of a severity level.