

Cobwebb Incident Support SLA

Our standard support hours are Monday to Friday 9am-5.30pm GMT. If you require Out of Hours support please speak to a member of our team for further information.

The Service Levels detailed apply to Cobwebb Standard Maintenance, Cobwebb Document Support and Cobwebb Batch Class Support.

Service	Response Target	Notes
Initial Response	<ul style="list-style-type: none"> 1 hour response time for Severity 1 Incidents. 2 hour response time for Severity 2 - Severity 4 Incidents. No target for Severity 5 Incidents 	The customer will receive a manual response from Customer Support.
Subsequent Response	Within 1 working day	The customer will receive a response to any subsequent request, usually from the Customer support representative who initially responded.
Last Activity	Within 3 working days	Customer Support will comment on any ticket with a 'Last Activity' time greater than 3 working days, prompting for client action or updating the client.
Operational Fix	Within 1 calendar week	A workaround will be in place so that business can continue.
Permanent Fix	next release	A solution will be provided that resolves the issue.

Response Target(s) are calculated as the difference between the time an incident is appropriately logged into the [Incident Management Portal](#) and the time of our first value-added communication. Value-added communication may include, without limitation, requests for additional information, the collection of error logs, findings from initial issue triage, timeline for the next step, or providing existing information from the Documentation.

Incident Report Line

The Incident Report Line (+44 (0) 1732 447900) provides a means of reporting an incident to Cobwebb. Please also see [Contact Details](#)

Incident Management Portal

The [Cobwebb Incident Management Portal](#) is the organisational hub of Cobwebb Incident Management. All incidents are reported, managed and resolved here, irrespective of how they are reported, ensuring an organised, co-ordinated response.

Contact Details

Incident Report Line:	+44 (0) 1732 447900
Incident Management Portal:	https://www.cobwebb.com/support_welcome/incident-support/
User Guide:	https://www.cobwebb.co.uk/support/guide/index.html

Appendix

Definitions

Term	Meaning
Support	Give assistance to Bear the weight of Be actively interested in and concerned for the success of The overall term for our relationship with our customers. Encompasses all our interactions with our customers
Maintenance	Keeping things going (maintain) Encompasses: <ul style="list-style-type: none"> • Incident Support • Upgrade assurance • Bug Fixes/ PTFs • Licence Migration • Temporary DR Licence • User guide
Incident	A specific maintenance issue Logged in the Incident Management Portal
Education	Training, instruction, Cobwebb College
Professional Services	Solutions development Using tools to implement bespoke solutions for our customers
Consulting	Providing expert advice Leveraging the knowledge and experience of Cobwebb experts to enhance our customer's business

Severity Levels

Severity Level	Description	Examples
1	Production System Down	Our customer's production system is inoperable, or a critical application failure has occurred and business processes are halted. There are no workarounds available.
2	High	A critical business process is impaired, causing a serious disruption of a major business function and is causing a serious impact on daily functions or processing, and there is no acceptable workaround.
3	Medium	A Non-critical issue occurs with the system. Our customer is able to run the Component System, and there is an acceptable workaround for the issue.
4	Low	An inquiry or low impact issue that does not require immediate attention. This includes cosmetic issues on screens, errors in documentation, or a request regarding use of the Component System.
5	Suggestion for Enhancement	A suggestion is made for enhancing the system by adding new features or improving existing features.

Escalation / Complaints

If at any time you are unsatisfied with the service you are receiving it is essential you contact Customer Care (+44 (0)1732 447900) who can escalate an Incident or assign resources, as required.

Limits

Cobwebb are committed to supporting you and helping you to realise your potential.

Incident Support is focused exclusively on maintaining the stable operation of our customer's systems. Reported issues outside of this scope will be forwarded to Cobwebb College or Cobwebb Professional Services, as appropriate, although the Incident Support Manager may, at their sole discretion, spend up to fifteen (15) minutes investigating.

Without limitation, out of scope applies to the following areas:

- Implementation setup – any implementation issue such as business flow processes, configurations or installation of 3rd party components such as databases and operating system (OS), benchmarking, training of users, etc.
- Application optimisation – assistance in analysing, testing, or improving the performance of the System.
- Hardware/operating system – any incident regarding assistance with the hardware configuration, operating system tuning, or database administration tasks.
- Modified objects (custom software) – incident support is for the standard code set. However, this does not include analysing the code of module customisations. Customisation support services are generally available through Professional Services.
- Data correction – incidents related to data corrections or corruptions that are not caused by the malfunction of the unmodified standard software.
- Test or Development Server – troubleshooting issues regarding software functionality when conducting a test on a test server or development server.
- Training – training and education are provided through Cobwebb College.

If it is unclear whether the issue is a maintenance issue or whether it requires education or professional services, please follow the incident submission process. The Incident Support Manager will work with you to determine the appropriate course of action.