

PROV APPLICATION MANAGEMENT SERVICES

SERVICE POLICY

Ver. 1.0

Issued October 2020

Valid until superseded by a later version



INTRODUCTION

ProV's Application Management Services (**AMS**) offerings cover monitoring & routine services, managed services support for IFS Application™, IFS FSM, IFS CE, RPA, Database, and Infrastructure. It also includes Customer Help Desk, System Administration and Configuration Services, and range of Expert Customer Services.

ProV provides support for Application and Database Management as part of these services. ProV has developed software robots that perform monitoring and routine services related to IFS Application™, IFS FSM, IFS CE, Database, and infrastructure etc., on a 24x7 basis. These robots generate alerts to the support team to fix when any parameter crosses a defined threshold. Proactive monitoring and fixing of probable issues enable customers to have better availability of their system for business operations.

The Application Management Service Policy will help our customers to understand the AMS offering so they can best manage the services subscribed.

WORLD-CLASS CUSTOMER SERVICES

ProV Application Management Services are provided in English and deliver solutions to customer issues.

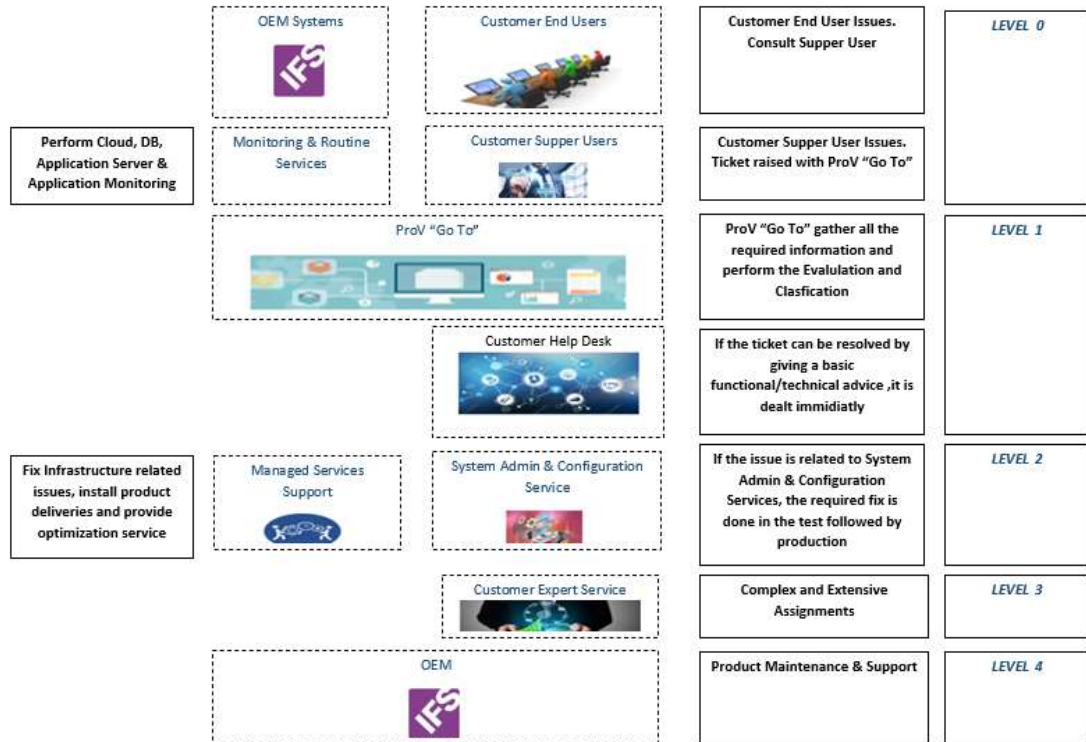
TICKET REGISTRATION

Customers must use ProV ticketing tool to register all their issues and requests

AMS OFFERING

PREMIUM SERVICES	EXTRA CUSTOMER CARE				
	SERVICE LEVEL AGREEMENTS				
	PRIORITY HANDLING				
STANDARD SERVICES	MONITORING AND ROUTINE SERVICES	MANAGED SERVICES SUPPORT	SYSTEM ADMIN AND CONFIG SERVICES	CUSTOMER HELP DESK	EXPERT CUSTOMER SERVICES

AMS DELIVERY MODEL



STANDARD & PREMIUM SERVICES

Service Items	Included in Standard	Included in Premium
Monitoring & Routine Services	Yes	Yes
Managed Services Support	Yes	Yes
Customer Help Desk	Yes	Yes
Admin & System Configuration Services	Yes	Yes
Customer Expert Services	Yes	Yes
Priority Handling	Best Effort	Yes
Extra Customer Care & Proactive Engagement	No	Yes

SEVERITY DEFINITION

Severity	ProV Definition	Deciding Factor	What this means to customer
1	Production System is completely unavailable for all the users	System	No user can log into the system
2	Production System is operational with significantly reduced level of service	Business Impact to the Customer Solution when reporting an error	<p>Customer has the full control over this severity when reporting an error, as it is related to the business impact to the customer solution</p> <p>Ex: Month End reporting cannot be completed due to some error</p> <p>A customer invoice cannot be printed due to some error</p>
3	Any issue that has a workaround, or minor effect that does not fully disrupt the production or any service request	Business Impact to the Customer Solution when reporting an error	<p>Customer has the full control over this severity when reporting an error as it is related to the business impact to the customer solution.</p> <p>Any issue where there is workaround (accepted by customer) or any cosmetic defect or minor defect with low business impact falls into this category</p>
4	Any Service Request	Service Request	Requesting a technical or functional service.



Note: Severity of a ticket could change during its life cycle (Ex: 3 become 2 and vice versa). When severity 2 becomes severity 3, we consider severity 2 issue get resolved at that point. When Severity 3 issue becomes Severity 2, we assume Severity 2 ticket is created at this point when it comes to calculation of NRT.

CUSTOMER TEAM

Customer must identify the "System Owner", "System Expert" and "Super Users" at their end to coordinate with ProV AMS team.

System Owner

- Overall responsible for customer governance model and organization
- Responsible for business improvements related to IFS System (in collaboration with Process Owners)
- Authorized to order/signoff Consulting Services and Solution Changes

System Expert

- Responsible for approval of "System Admin & Configuration" Requests
- Coordinate the communication with ProV AMS team, make sure that super users provide sufficient information around reported issues
- Coordinating the testing of deliveries in customer test environment prior deployment in PROD
- Responsible for delivery coordination to Test and PROD

Super Users

- Internal functional IFS expert
- First go to person for End Users
- Investigation of End User issues
- Reporting End User issues to ProV



PROV TICKETING TOOL

Customers must use ProV ticketing tool. Premium and Standard customers get free 5 and 3 user accounts to ProV ticketing system, respectively. Additional fee is applied, if a customer needs more users.

CUSOMER DASHBOARDS

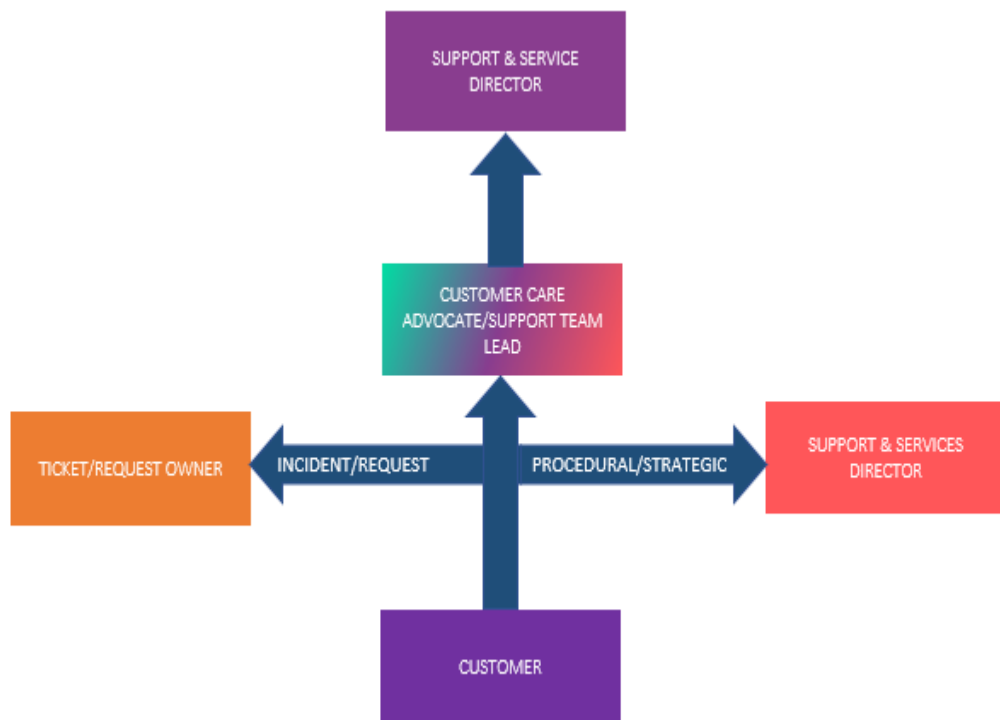
Following dashboards are available for customers though our ticketing tool

Dashboard Name	User Level	Available for Premium	Available for Standard
All Open tickets with status	Common	Yes	Yes
Age of Open tickets	Common	Yes	Yes
Tickets active and unassigned	Common	Yes	Yes
Tickets awaiting information from client – on Hold	Reported User	Yes	Yes
My Opened Tickets	Reported User	Yes	Yes
Number of tickets month wise breakdown	Common	Yes	Yes
Severity 1 Ticket Status	Common	Yes	Yes
Severity 2 Ticket Status	Common	Yes	No

CUSOMER SCHEDULED REPORTS

Report Name	Frequency	Available for Premium	Available for Standard
Ticket Report	Weekly	Yes	No
Ticket Report	Monthly	Yes	Yes
Age of open tickets	Weekly	Yes	No
Opened and closed ticket count	Daily	Yes	No
Tickets on Hold (Awaiting Info from client)	Weekly	Yes	Yes
Open Severity 1 Tickets	Every two Hour	Yes	No
Open Severity 2 Tickets	Every Four Hour	Yes	No
Tickets Re-opened	Monthly	Yes	Yes
Closed tickets monthly	Monthly	Yes	Yes
Unassigned on Hold Tickets	Weekly	Yes	Yes
Tickets by Category and count	Monthly	Yes	Yes
Priority Changed tickets	Weekly	Yes	No

ESCALLATION AND ACCELARTION PROCIDURE



The customer can also escalate a support/service request at any time either by speaking directly with the ticket owner or with their designated customer care advocate (if they have subscribed to Premium AMS services). From there they may request to speak with the support management.

GOVERNANCE MODEL

This governance mode only applicable for "Premium" customers. Standard customer will be provided with periodic schedule reports on open and closed items with respective progress.

Frequency	Team	Purpose
Weekly	Customer System Expert & ProV Customer Care Advocate	Discuss about ongoing AMS activities in operational level and identification of action points for urgent tickets and requests
Monthly	Customer System Expert, & ProV Global Head of Support & Services	Discuss about the overall service delivery and monthly KPIs including open items, acceleration, and escalation requests
Quarterly	Customer System Owner, Customer System Expert & ProV Global Head of Support & Services, and ProV Global Head of Delivery	Evaluation of Quarterly KPIs, Strategic Directions, acceleration, and escalation requests

INTERCHANGE OF TICKETS

It is not possible to interchange the tickets among different service pillars

**DISCLAIMER**

No obligation or precedent of any nature is set or implied by this document, such matters being entirely specified in, and governed by, other legal documents signed and agreed by the parties to which they relate.