Daemon webTeam Support Services

Version 5.3

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daemon
serious web development.

Overview

Daemon offers a range of flexible support packages that enable you to get the help you need when you need it.

Support packages are tailored to the needs of your organisation. Our support offerings deliver real business benefits by providing specialised technical support and guaranteed turnaround time on incidents.

Daemon software engineers include experienced front-end and back-end developers qualified to quickly and accurately diagnose and respond to technical inquiries. Over 15 years experience with Allaire/Macromedia/Adobe solutions ensures that we can draw upon a base of knowledge and expertise that is second to none.

This document outlines support services only. For project based development work, please contact us.

Unlimited Support

Annual support plans (not including “ad hoc support”) provide unlimited bug fixing, and uptime support for approved installations.

Our unlimited support plans include:

- bugs that impact the daily operations of the application
- triage of infrastructure or third-party API problems
- direct telephone and email support

If it breaks, we will fix it.

Our support team will triage all issues within your application suite, working to determine the responsible party. In the event of an application bug Daemon will fix it; infrastructure issues will be referred to your host’s managed services team and third-party API problems to the relevant service provider.

Enhancements

The webTeam support Master Services Agreement (MSA) provides access to our engineers for application updates and enhancements.

Support clients can draw down on pre-purchased development hours or be charged monthly in arrears for enhancements and consulting provided for their application suite.

If its not a bug its probably an enhancement. Call us and ask - we’re here to help.

Getting Started

Master Services Agreement (MSA)
The Daemon MSA is a short contract defining our support relationship.

Application Suite Approval
Daemon engineers will need to qualify that any third-party built applications are sufficiently robust and maintainable prior to accepting them into the unlimited support program.

Infrastructure suitability and minimum browser support matrix will be confirmed as part of this initial approval.

Ad Hoc support is available for any application.

Daemon built solutions are always pre-approved. We stand by our own work.

Remote Access
Daemon require secure, remote access to supported application suites. And an appropriate level of administrative access to perform necessary configuration, maintenance and code changes.

Without remote access client's will require a custom service level agreement not covered under the webTeam support plans, please contact us for more information.

Version Control
Daemon requires supported applications to be managed under version control, and that engineers have an appropriate level of access.

Supported version control environments include Subversion, GIT and Mercurial.

Daemon provides complimentary version control for Professional and Enterprise plans.

How it works

webTeam combines unlimited support, account management and access to version control in a simple plan. webTeam is ideal for teams that require immediate, high level support and is the most flexible way for your organisation to access the skills of some of the leading web professionals in Australia.

Account Management
webTeam incorporates account management, an engineering team with an understanding of your specific installation, code management, and priority development services.

For example, you may have an emergency and need an engineer to investigate and troubleshoot your installation. Alternatively, you may need some training and mentoring for your team, some QA implemented, minor development or server configuration work completed.

Your webTeam package provides priority for critical issues, acknowledged and resourced within a set timeframe. Authorised individuals in your organisation are able to submit and track the status of issues via our web-based task tracking and reporting application.

Once a resource has been assigned, they will work until the issue has been resolved. If an issue requires an enhancement to your application for resolution your account manager will get your approval to continue and schedule an appropriate resource for the task.

Task Prioritisation
Daemon manages issue priority and response based on the level of severity for an issue or task that is submitted. Then by date and/or specific task priority as requested by you, the client.

This follows a traditional Service Level Agreement (SLA) model and is intended to provide a clear understanding of how

tasks have been prioritised. As a guide, Daemon would usually identify 4 levels of severity.

Severity	Definition
1	Application unavailable
2	Intermittent failure
3	No significant impact
4	Cosmetic

These and their expected response times are detailed at the end of this document.

Task Tracking and Reporting
All tasks and activities performed under a webTeam support contract are managed through a web based task tracking and reporting application that provides visibility on the current status of each task.



In addition, you will receive a monthly status report providing you with an overview of your webTeam account. This report shows a summary of work performed over the past month and any outstanding issues currently being worked on.

Code Management
Each support agreement includes comprehensive source control management. Every change is recorded no matter how small, and a report detailing exactly what changes have been made over a reporting period can be requested at any time.

Bug Fixing
Professional and Enterprise plans provide unlimited bug fixing support.

Ad hoc plans pay for all support tasks on an ad hoc basis.

Enhancements
webTeam acts as an umbrella agreement for application enhancements. Clients can engage the development team to perform normal development tasks, billed and managed under the terms of the support agreement.

Enhancements are not priority based and is subject to resourcing availability, depending on the task at hand.

Enhancements themselves fall under unlimited support options only once they have remained unchanged for a period of 30 days in the production environment.

Payment Options

Pre-Purchased Hours
All support plans allow the pre-purchase of standard hours in 10, 50, 100 and 200 hour blocks.

Unused pre-purchased hours will expire after 12 months without refund.

Periodic Invoicing
Clients on Professional or Enterprise agreements can opt for enhancement hours or emergency after hours support to be charged monthly to their account.

Payment terms are strictly 30 days.

Support Plan Tiers

Ad Hoc (Tier 0)

webTeam Ad Hoc support plan falls under a standard Master Services Agreement (MSA) in combination with pre-purchased blocks of support time.

One client contact for account.

Support
Pre-Purchase development hours.

Enhancements
Pre-Purchase development hours.

Costs
No annual fee. Pre-purchased hours must be in credit at all times.

Professional (Tier 1)

webTeam Professional support plan falls under our standard Master Services Agreement (MSA).

Two client contacts for account.

Services
- Unlimited bug fixes
- Unlimited telephone & email support
- Priority support included for severity 1 & 2 issues (business hours only)
- Infrastructure & third-party issue triage and escalation
- Monthly account reporting
- Complimentary version control services for all supported applications

Support
Unlimited business hours support. After hours support available but charged separately.

Enhancements
Pre-Purchase or on account development hours.

Costs
$25,000AU (inc GST)

Enterprise (Tier 2)

webTeam Enterprise support plan falls under our standard Master Services Agreement (MSA).

Up to four client contacts for account.

Services
- All Professional (Tier 1) services included
- 2 dedicated support engineers assigned to your account
- After hours priority support included for severity 1 & 2 issues included
- Scheduled after hours maintenance windows (8:00am AEST - 8:00pm AEST weekdays)
- Error monitoring with pro-active response
- Application tier patching

Support
Unlimited business hours support. After hours support for Severity 1 & 2 issues.

Enhancements
Pre-Purchase or on account development hours.

Costs
$50,000AU (inc GST)

webTeam Support Engineer Rate Card

The following matrix is a summary of those features detailed in the support plan descriptions. Please refer to the specific support plan for more information.

webTeam Support Plan	Costs Per Annum	Minimum Hours Std/ Priority	Standard Rate AUD	Priority Rate* AUD	After Hours Rate* AUD	Client Contacts	Dedicated Engineer	Extended Support Notes
Ad Hoc	**-**							
Support		2/2	185	370	555	1	-	Priority for Sev. 1 & 2 only
Enhancements		2/2	185	370	-	1	-	Priority on approval only
Professional	**$25,000**							
Unlimited Support		-	-	-	495	2	-	After hours for Sev. 1 only
Enhancements		0.5/1	165	330	-	2	-	Priority on approval only
Enterprise	**$50,000**							
Unlimited Support		-	-	-	-	4	2	After hours for Sev. 1&2
Enhancements		0.5/1	165	330	-	4	2	-

All prices are shown in Australian Dollars (AUD) and are inclusive of relevant taxes. Organisations that require US dollar, Euro or Pound Sterling rates should contact us directly for a quotation.

* All hours are purchased at the “standard rate”. Priority and after hours support that is not included in the support plan are charged at multiples of the standard rate: 2 times for priority and 3 times for after hours. Rates shown are imputed rates based on this multiplier.

Issue Severity & Response Times

In order to prioritise issues and define standard response types and windows, we work on a severity system. Below is table of severity/ response times that Daemon will endeavour to provide under webTeam support:

Severity	Definition	Business Hours	After Hours (24x7)
		*Acknowledge/Response/Repair/Analysis**	
Severity 1	Production system down, unreachable, or unusable; business severely affected	15 Minutes/1 Hour/ 2 Hours/Next Business Day	15 Minutes/1 Hour/ 2 Hours/ Next Business Day*
Severity 2	Production system problematic, unreliable, but usable; backup system in place; business significantly affected	1 Hour/2 Hours/ same day/ 72 hours	30 minutes/2 hours/ next business day/72 hours
Severity 3	Production or backup system problem with data content or non-critical operation; business unaffected	Same day/next business day/2 business days/NA	Next business day (acknowledge)
Enhancement	Change required to the configuration of the hosting environment, or modifications to the supported application suite	Same day/next business day/as resource schedule allows/ NA	Next business day (acknowledge)
Administrative	Non-system related query regards billing, sales or administration	Next business day/5 business days/NA/ NA	Next business day (acknowledge)

* Times represent a maximum response time only -- engineers endeavour to respond immediately to any critical server down issue where possible.
** Severity 1 incidents not in the control of Daemon (3rd party incidents) are subject to that providers' response/repair window.

Please note, change requests can be escalated to severity incidents if an emergency arises. However, change requests are only addressed within business hours, regardless of the assigned "severity". Such requests will be charged at the priority support rate for the chosen webTeam support plan.

Glossary of Support Services

Issue Tracking
Client Contacts can report issues directly through our online issue tracking software, or by simply emailing their account manager.

Dedicated Engineer
A dedicated engineer is a senior developer who works regularly on the specific application suite. The engineer(s) will be the principal resource for any critical support issue and always be consulted with respect to support on the platform.

Scheduled After Hours Maintenance
Daemon development team will liaise with the client to provide maintenance and support windows outside of normal business hours; from 8:00am AEST to 8:00pm AEST weekdays.

Application Tier Patching
Daemon will proactively patch the application suite (within agreed parameters) to ensure the application is running the most effective release of its software stack.

Note this does not include firmware or OS level patching.

Telephone Support
Unlimited support plans include unlimited telephone support during business hours for nominated client contacts.

3rd Party Escalation
If Daemon engineers determine that fault for an issue lies with a third-party, daemon will escalate the issue with the relevant service provider and monitor progress.

Error Monitoring
Daemon actively monitors and catalogues application level errors, looking for patterns and potential solutions to minimise or remove them entirely.

Proactive Response
Daemon engineers can be authorised to pro-actively deal with errors as they arise within the system. Don't wait until your customers notice something is wrong.

Enhancements In Arrears
Clients on Professional and Enterprise support can optionally have their enhancement hours billed monthly in arrears. Terms are strictly 30 days.

Pre-Paid Hours Expiry
Pre-paid blocks of development support hours will expire without refund at the end of 12 months from the date of purchase.

Client Contact
A client contact is a representative from your company that is authorised to add issues and enhancement requests. Client contacts are also authorised by your company to approve work to be performed under the agreement.

Estimates
Daemon can only provide very broad estimates for time and material work "off the cuff". However, we charge for more detailed estimates and work plans.

Work Authorisation
Any work entered into the support plan by an authorised client contact is understood to be approved by the company.

In the case of estimates for enhancement work, requesting an estimate automatically approves up to 3 hours work to investigate the issue and provide a detailed work plan.

Standard Business Hours
Daemon's standard business hours are Monday to Friday, 9am-5.30pm Australian Eastern Standard Time. Daemon's offices are closed for two weeks each year over the Christmas and New Year Holiday. In addition, they are closed on official New South Wales public holidays: (http://www.industrialrelations.nsw.gov.au/holidays/)

24x7 Support
Daemon's 24x7 support is available even during office closures. 24x7 support outside of business hours is only available for severity 1 (server down) issues on Professional plans and severity 1 (server down) & 2 issues on Enterprise plans.