

Daemon webTeam Support Services

Version 6.3

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Overview

Daemon offers a range of flexible support packages that give you the help you need, when you need it most.

Our support framework is tailored to the needs of your organisation. webTeam delivers specialised technical support and guaranteed turnaround times on incidents.

Daemon software engineers include experienced full-stack developers who can quickly and accurately diagnose and respond to technical inquiries. Daemon's 20+ years of experience ensures our team can draw upon a base of knowledge and expertise that is second to none.

Note, this document outlines support services only. For project based development work, please contact us at hello@daemon.com.au

Operational Support

Annual support plans fall under a Master Services Agreement (MSA), defining the framework for the delivery of services.

webTeam support plans include:

- service monitoring and escalation of service interruptions
- root cause analysis of system failures
- immediate rectification of an outage if possible; "stand up" offline services
- triage of infrastructure and/or third-party service failure
- escalation to responsible parties
- managed issue tracking, follow-up and reporting
- access to discounted development resources as needed

If it breaks, we'll find out why and work out how to fix it.

Development Resources

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.

Additional Options

Daemon also provide a variety of optional extensions to the support framework including:

- Amazon Web Services (AWS) Managed Services
- Extended Warranty on approved application suites
- High Availability Cloud Hosting
- Agile Service Delivery; project management, product owner, scrum master and more

Getting Started

Master Services Agreement (MSA)

We agree the terms of the Daemon MSA; 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 reliable prior to accepting them into an operational support program.

Daemon built solutions are always pre-approved; we stand by our work.

Note, Ad Hoc support is available for any application.

Remote Access

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

Note, 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.

Release Cycle

We will work with your team to agree an on appropriate release cycle for application changes, and their release to the production environment.

Daemon requires supported applications be managed under version control, and that engineers have an appropriate level of access. We support Subversion, GIT and Mercurial based systems.

Daemon provides complimentary version control for Professional and Enterprise plans using GIT.

How it works

webTeam combines operational support, account management and an agreed release cycle 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 re-sourced 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.

Your account manager will get your approval to schedule an appropriate resource for the task. Once a resource has been assigned, they will work until the issue has been resolved.

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.



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 complimentary 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.

Developers

Professional and Enterprise plans provide options for prioritised access to development resources for both bug fixing and enhancements.

Ad hoc plans can also access developers on a time and materials basis but will be subject to extended resourcing windows; that is, you may wait up to 2-10 days for the assignment of a resource.

Payment Options

Annual Plans

Professional and Enterprise webTeam plans are payable in advance.

Pre-Purchased Hours

All support plans allow the pre-purchase of standard hours in 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 development resources 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

- Monitoring of all managed services
- Priority support included for severity 1 & 2 issues (business hours only) (billable)
- Infrastructure & third-party issue triage and escalation (billable)
- Monthly account reporting
- Complimentary version control services for all supported applications

Support Availability

Business hours support.

Limited scheduled "After hours" support for maintenance windows available; agreed in advance only (billable).

Enhancements

Pre-Purchase or on account development hours.

Costs

\$30,000AU (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
- After hours priority support included for severity 1 & 2 issues (billable)
- 2 dedicated support engineers assigned to your account
- Scheduled after hours maintenance windows (8:00am AEST - 8:00pm AEST weekdays) (billable)
- Error monitoring with pro-active response
- Application tier patching

Support Availability

Business hours support (billable).

After hours support for Severity 1 & 2 issues (billable)

Enhancements

Pre-Purchase or on account development hours.

Costs

\$75,000AU (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	n/a							
<i>Operational Support</i>		4/4	220	440	-	1	-	Priority for Sev. 1 & 2 only
<i>Development</i>		4/4	220	440	-	1	-	Priority on approval only
Professional	\$30,000							
<i>Operational Support</i>		-	198	198	594	2	-	Sched. After hours only
<i>Development</i>		0.5/1	198	396	-	2	-	Priority on approval only
Enterprise	\$75,000							
<i>Operational Support</i>		-	198	198	198	4	2	After hours for Sev. 1 & 2
<i>Development</i>		0.5/1	198	396	-	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.

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)
		<i>Acknowledge/Response/Repair/Analysis*</i>	
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	30 minutes/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	NA	NA
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 Priority Support 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.

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 and approved by an authorised client contact will be charged once worked on.

In the case of estimates for enhancement work, requesting an estimate automatically approves 4 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/>)

After Hours (aka 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) & 2 issues on Enterprise plans.

Daemon maintains a permanent pager roster for a primary and secondary engineer to ensure our 15 minute response time to critical server down incidents.