

# Hardware Support Service Level Agreement (SLA) for Physical Servers

## 1. Introduction:

This Hardware Support SLA (hereinafter referred to as "the SLA") is entered into between **IR Systems (Pvt) Ltd** (hereinafter referred to as "the Service Provider") and (hereinafter referred to as "the Customer") on \_\_\_/\_\_\_/2024.

## 2. Scope:

This SLA covers the hardware support services provided by the Service Provider for the physical servers identified in the attached schedule. It includes maintenance, troubleshooting, and replacement of faulty hardware components (Prices not included of Hardware Components in this SLA)

## 3. Services Description:

### Hardware Support Services

The hardware support services covered by this SLA include, but are not limited to:

### Diagnosis and Troubleshooting:

- Prompt identification and diagnosis of hardware issues.
- Detailed troubleshooting to identify the root cause of hardware problems.

### Hardware Replacement:

- Replacement of defective or failed hardware components with compatible and functional replacements.
- Ensuring the availability of critical spare parts to minimize downtime.

## 4. Service Levels:

The following service levels will be adhered to:

### Response Time:

- The Service Provider will acknowledge reported hardware issues within 03 working hours of notification.
- On-site response for critical issues within 03 working hours.

## **Resolution Time:**

- The Service Provider will replace faulty hardware components within 02 working hours of diagnosis (Subject to availability as per the inventory list provided at starting of SLA)
- Complex issues requiring extended resolution times will be communicated with an estimated time to resolution.

## **5. Responsibilities**

### **Service Provider Responsibilities**

The Service Provider agrees to:

- Provide qualified hardware support personnel.
- Maintain an up-to-date existing inventory of critical spare parts.
- Adhere to agreed-upon response and resolution times.
- During the SLA period the servers will be serviced (included in the SLA) once on any weekend (Saturday Only) during office hours (09:00 AM to 05:00 PM) upon the Customer's request.

Note: The service provider will not be responsible for any issue after the service of servers.

### **Customer Responsibilities:**

The Customer agrees to:

- Maintain data backups of listed (included in SLA) servers regularly to prevent data loss due to any disaster or any mishap due to any incident or planned activity related to the server's hardware issues.
- Promptly report hardware issues to the Service Provider through the provided Email address and WhatsApp number.
- Provide necessary access to server locations for maintenance and troubleshooting.
- Cooperate with the Service Provider in diagnosing hardware issues.

## **6. Incident Management:**

Incidents related to hardware issues will be reported by the Customer through an Email and WhatsApp message. The Service Provider will categorize incidents based on severity and respond accordingly within the defined timeframes.

### **Incident Categories:**

- Critical: Server down or major hardware failure.
- High: Significant degradation in performance.
- Medium: Minor issues impacting specific functionalities.
- Low: General inquiries and non-critical issues.

Issues regarding OS and Applications are not included in this SLA.

### **Incident Response Times:**

- Critical: Within 02 working hours.
- High: Within 03 working hours.
- Medium: Within 04 working hours.
- Low: Within 06 hours or the next business day.



Any planned activity will be conducted during working hours

### 7. Customer Support:

Customer support will be available 08 (09:00 AM to 05:00 PM PST) working hours a day, and 6 (Monday to Saturday) working days a week, remotely or physically.

The Service Provider shall be bound to support by 08:00 PM in case of any emergency once in a quarter/half-year/year.

### 8. Review and Reporting

This SLA will be reviewed annually. Performance reports will be shared with the Customer during these reviews, and necessary updates to the SLA will be discussed.

### 9. Termination Clause:

Either party may terminate this SLA with 30 days' written notice if the other party fails to remedy a material breach.

### 10. Signatures:

This SLA is hereby agreed upon by the authorized representatives of both parties.

Service Provider: IR Systems (Pvt) Ltd

Customer: Customer Name

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_