Help Desk Service Level Agreement (SLA)

OVERVIEW
Robotech's Help Desk provides support services for clients using hosted Archibus solutions. This unit is dedicated to delivering high-quality customer service and effective technical support. To ensure reliable service, this Service Level Agreement (SLA) outlines the specific services, priorities, and responsibilities associated with the support of hosted technology.
Note: This SLA is subject to updates based on evolving technology services and client support needs.

CUSTOMER SERVICE COMMITMENT
Robotech's Help Desk is committed to providing exceptional customer service by:
- Prioritizing customer satisfaction
- Responding to support requests within defined timeframes
- Communicating with professionalism and courtesy
- Seeking client feedback for continuous improvement
- Enhancing service quality through ongoing evaluation
- Monitoring performance metrics to ensure accountability

COMMUNICATION PROTOCOLS
Robotech establishes clear and reliable communication channels for support, including a dedicated help desk portal, email, and a hotline for urgent issues. Clients will receive regular updates during the resolution process.

Clients can access Help Desk services through the following methods:
- Support Portal: Errors and issues can be submitted 24/7 via Robotech's online support portal.
- Email: Send detailed support requests to support@robotechcad.com.
- Phone: Call (201) 792-6300
- Help Desk Hours of Operation; Monday – Friday: 9:00 AM to 5:30 PM

PRIORITY LEVELS FOR SUPPORT REQUESTS
The Help Desk will make every effort to resolve issues during the initial service call. If immediate resolution is not possible, the issue will be logged and assigned a priority level based on predefined criteria. Requests will then be addressed according to their assigned priority.

The table below outlines the definitions, response targets, and update frequency for each priority level:

Priority	Definition	First Response	Update Frequency
High	The client's production environment is non-operational or severely impacted, preventing business operations, and no workaround exists.	Within 2 hours	Every 4 hours*
Medium	The system is operational, but a major function is unavailable, and no workaround exists.	Within 4 hours	Every 4 hours*
Low	The issue has minor impact on basic functionality.	Within 8 hours	Upon resolution

CLIENT RESPONSIBILITIES

To ensure effective and timely support, clients are expected to:

- Promptly report any identified errors, including a detailed description of the issue
- Collaborate with Robotech support staff during the troubleshooting and resolution process
- When applicable, provide a reproducible test case that clearly demonstrates the conditions under which the error occurs

MAINTENANCE WINDOWS

All scheduled maintenance activities will be communicated to clients in advance. Robotech will make every effort to minimize service interruptions during these maintenance periods.

SECURITY AND DATA PROTECTION

Robotech is committed to safeguarding client data and system integrity. The following measures will be implemented:

- Adoption of industry-standard security protocols and technologies
- Regular security audits and system updates
- Proactive risk mitigation strategies to address potential vulnerabilities