

SofTouch Systems

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The Future of IT Support: SLA

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Navigating Our Partnership: Unveiling SLA, Payment Options, and Next Steps

As we embark on this journey together to enhance and fortify your business's IT infrastructure, we understand that transparency and clarity are paramount. In this section, we delve into the specifics of our partnership—detailing our Service Level Agreement (SLA), offering flexible payment options, and outlining the logical next steps in our collaborative endeavor.

Our commitment to delivering unparalleled IT services extends beyond the solutions themselves; it encompasses the entire experience of working with SofTouch Systems. This section aims to provide a comprehensive understanding of the terms, conditions, and progression of our engagement, ensuring a smooth and mutually beneficial collaboration.

Service Level Agreement (SLA)

Service Level Agreement (SLA) between SofTouch Systems (Service Provider) and XYZ Inc. (Customer)

1. **Service Description:** SofTouch Systems can provide managed IT services, including network monitoring and management, cybersecurity solutions, help desk support, software and hardware maintenance, and cloud solutions, to XYZ Inc.
2. **Service Availability:** SofTouch Systems will ensure that the services provided under this SLA are available 24/7, excluding planned maintenance and unforeseen events.
3. **Uptime Guarantee:** SofTouch Systems guarantees that the services provided under this SLA will be available 99.9% of the time in a given month, excluding planned maintenance and unforeseen events.
4. **Response Times:** SofTouch Systems will respond to service requests within the following time frames:
 - a. Critical incidents: 4 hours
 - b. High-priority incidents: 8 hours
 - c. Normal incidents: 16 hours
5. **Resolution Times:** SofTouch Systems will resolve service requests within the following time frames:
 - a. Critical incidents: 8 hours
 - b. High-priority incidents: 16 hours
 - c. Normal incidents: 32 hours
6. **Reporting:** SofTouch Systems will provide monthly reports to XYZ Inc. on the performance of the services provided under this SLA.
7. **Escalation:** If the service requests are not resolved within the specified time frames, XYZ Inc. may escalate the issue to the next level of support.
8. **Termination:** Either party may terminate this SLA upon 30 days' written notice.
9. **Service Credits:** In the event that SofTouch Systems does not meet the response times outlined in this SLA, XYZ Inc. will be eligible for the following service credits:
 - a. Response time miss: 5% of the monthly service fee for each hour beyond the agreed-upon response time.

This SLA is intended to provide a clear understanding of the level of service that SofTouch Systems will provide to **XYZ Inc.** and to ensure that both parties have a clear understanding of the expectations and responsibilities.

Monthly or Annual Fees

1. **Managed Services:** This fee covers the cost of monitoring and managing a business's IT infrastructure, including servers, workstations, and network devices. Ranges from \$30 to \$300 per device per month, depending on the complexity of the network.
2. **Managed Backup:** This fee covers the cost of providing cloud-based services and infrastructure, such as data storage and computing resources. Ranges from \$40 to \$1,000 per month, depending on the size of the infrastructure and the services required.
3. **Managed Domain and Email Services:** This fee covers the cost of custom domain email hosting and management, spam and malware filtering, name registration and management, and help desk support. Ranges from \$10 to \$50 per month. The pricing is tailored to accommodate the size of your infrastructure and the number of users that need expert management and support.
4. **Breach Planning and Recovery:** This fee covers the cost of planning a breach response and recovery protocol for your business. We will tailor build a plan for the possibility of an attack on your data and what SofTouch Systems will do to recover your data, including data backup and restoration, hardware replacement, and disaster recovery planning. Ranges from \$50 to \$500 per account (limit 1 revision per contract period), depending on the size of the infrastructure and the complexity of the backup and recovery requirements.
5. **Internet Scrubbing Services ISS:** This fee may include services that quickly identify and filter malicious traffic, while allowing legitimate traffic to flow unimpeded. This ensures that a company's network remains operational, even in the face of a DDoS attack or other cyber threat. ISS prices range from \$500 to \$7000 per month, depending on the size and needs of your business.
6. **IT Consulting:** This fee covers the cost of but not limited to: Strategic IT planning and guidance, Budgeting and financial planning, Project management, Vendor management, IT governance and compliance, IT staff management. IT Consultation ranges between

\$100 to \$200 per hr and charged per hour depending on the complexity of the business needs. (total cost is a per client service and widely vary)

7. **Business Reputation Services:** This fee may include services such as monitoring online mentions and reputation management, removing negative reviews, and improving search engine rankings. BRS prices range from \$1000 to \$5000 per event depending on the complexity of the service required. (service is in currently in beta testing)

Contract Length Options Available

Biannually

Annually

Renewal Options

Automatic Renewal: In this option, SofTouch Systems contract automatically renews for a set period (e.g. 1 year) unless either party gives written notice of termination at least 30 days before the end of the contract term.

1. **Renewal with Negotiation:** In this option, the contract will renew at the end of the term, but the parties may renegotiate the terms and conditions of the agreement prior to renewal. This may involve adjusting the scope of services, changing the pricing structure, or updating the service level agreements.

2. **Short-Term Renewal:** In this option, the contract will renew for a shorter period (e.g. 6 months) at the end of the term, giving the parties the flexibility to reassess their needs and adjust the agreement as necessary.

3. **Option to Renew:** In this option, the contract will include a clause that gives either party the option to renew the agreement for a set period (e.g. 1 year) upon the end of the term.

4. **No Renewal:** In this option, the contract will not renew automatically at the end of the term. Either party will need to initiate a new agreement if they wish to continue working together.

Payment & Refund Terms

Invoicing and Payment Schedule: SofTouch Systems will invoice XYZ client on a bi-annual or annual basis, depending on the agreement. Payment is due within 15 days of receipt of the invoice.

1. **Payment Methods:** The client can make payments by check, bank transfer, or credit card.
2. **Late Payment Fees:** If payment is not received within 30 days of the due date, a late fee of 5% of the outstanding balance will be charged.
3. **Retainer or Prepayment:** The client may be required to pay a retainer or make a prepayment to secure services. This amount may be applied against future invoices.
4. **Dispute Resolution:** In the event of a dispute over the amount of the invoice, the parties will engage in good faith negotiations to resolve the issue. If a resolution cannot be reached, the MSP may refer the matter to an arbitrator for resolution.
5. **Termination for Non-Payment:** If payment is not received within 60 days of the due date, the MSP may terminate the agreement and cease providing services.

These payment terms are just an example, and the specific payment terms for an MSP contract will vary depending on the agreement. It is important for the parties to carefully review and understand the payment terms before entering into a contract.

4. **Refund Policy:** Signed agreements have a 3 day cooling off period during which the entire agreement may be canceled, less any labor hours or partial hours already worked.
 - Refunds for pre-payments for labor hours are pro-rated to account for already worked time, then refunded at the price paid, less a 5% service fee, to cover our costs.
 - Refunds for Managed Services are unavailable, however, services will remain in effect until the previously agreed upon end date, or the next billing date, unless you state your desire to completely remove services from your machines before this time.

***Please note that upon removal of services, Managed Backups storage will be permanently deleted from our cloud storage provider. We will be glad to help you retrieve and retain this data, at your expense, before you remove services, but any needed data should be retrieved before removal of services.

***Refunds will be issued via the method they were paid, except in the case of paper check, a bank check will be presented.

Conclusion

In conclusion, SofTouch Systems is committed to providing exceptional IT support and services to our clients. Our team of experienced technicians and engineers will work closely with you to understand your specific needs and provide a customized solution that meets your business requirements. Our comprehensive range of services, including Managed Services, Managed Backup, Managed Domain and Email Services, Breach Planning and Recovery, Internet Scrubbing Service, and IT Consulting, will help ensure the smooth and secure operation of your IT systems.

We believe that our proposed solution is the best fit for your organization and look forward to the opportunity to demonstrate the value that SofTouch Systems can bring to your business. We are confident that our commitment to service excellence and customer satisfaction will result in a long and productive partnership.

Thank you for considering SofTouch Systems as your trusted IT partner. We look forward to the opportunity to serve you.

Next Steps

Review and Approval: We encourage you to review the proposal in detail and to let us know if you have any questions or concerns. If you agree with the terms and conditions outlined in the proposal, please sign and return a copy to us.

1. **Scheduling:** Upon receipt of your signed proposal, we will schedule the implementation of your IT support services.
2. **Onboarding:** Our team will work closely with you to ensure a smooth onboarding process, including any necessary training and familiarization with our systems and processes.
3. **Monitoring and Maintenance:** Once your IT support services are up and running, our team will monitor and maintain your systems on an ongoing basis to ensure their optimal performance and security.
4. **Review and Renewal:** We will schedule regular review meetings to assess the effectiveness of our services and to discuss any changes or upgrades that may be necessary. Our team will also assist you with the renewal of your contract on an annual basis.

We look forward to working with you and to serving as your trusted IT partner. If you have any questions or concerns, please do not hesitate to contact us.

Contact Information for Further Questions

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SofTouch Systems

Simplifying technology, maximizing results.