Client Service Level Agreement

Effective December 1, 2016

Cayen Systems is committed to providing exemplary service to all of our clients. This Client Service Level Agreement is made available to inform clients of the details of that commitment.

Help Desk Support

Many answers about using our software can be found be in the Help Desk support section (FAQs, documents, the Cayen Forum, training manuals and tutorials where available). Personal support is also available; the level of personal support depends on whether a Cayen Client Care Partner Program subscription was purchased and, if so, which one.

- Silver - Cayen Client Care Partner Program

Includes unlimited program setup and application configuration assistance (via scheduled sessions) and up to 30 hours phone/email support for one named customer contact.

- Gold - Cayen Client Care Partner Program

Includes unlimited program setup and application configuration assistance (via scheduled sessions), unlimited phone/email support for two named customer contacts and one additional 2-hour web training at date/time mutually agreed upon by Customer and Cayen Systems.

- Customers without Cayen Client Care Partner Program

If you do not have a Cayen Client Care Partner Program subscription, requests for assistance may only be made via the Feedback section of your application. If the answer to your issue cannot be found in the online Help Desk support section, we may initiate a phone call to provide additional support. If you receive an error on a screen, you may email our support team.

All clients will have access to all help desk items including FAQs, documents, the Cayen Forum, training manuals, and tutorials where available.

Support Hours

Our Technical Support Representatives are available to help customers *Monday through Friday from 8:00 AM to 6:00 PM (United States - Central Time)*

This agreement will refer to the following days and times as our business hours. Cayen Systems observes most national holidays and will be closed on those days. Our automated phone attendant will inform callers of our closed status.

How Cayen Systems' Support Works.

All contacts with our support team (via phone, email or Feedback submissions) are logged in our support database system and recorded as billable or warranty. Issues related to user error or when they are in need of further explanation of how some part of the system works are coded as billable and deducted from available Cayen Client Care Partner Program support time. When there is a problem with the system (i.e. a bug, glitch), these are recorded as warranty and time is not deducted from available support time.

Contacts made through the Feedback link are unlimited in terms of number of issues submitted. A response will be sent to you no later than 24 hours after receipt provided the original submission was not on a Friday or a day before an observed holiday.

For those with Cayen Client Care Partner Programs, contacting Cayen Systems via Phone (414.257.9400 Option 1) or email (support@cayen.net) are available options. Contacts made in this manner are limited to number of hours detailed in your Agreements with us. When calling, clients' calls are answered in the order they are received by one of our Technical Support Representatives. While we have many incoming phone lines to our support desk, there may be times when all of these lines could be busy while our staff assists other clients. If this happens, or if there is a problem outside the above stated business hours, clients are encouraged to leave a message in the support mailbox. Cayen Systems' Technical Support Representatives will respond to voice messages and emails sent to support@cayen.net within two (2) hours unless the phone/email message arrives within the last hour of business; in that case, the response may be at the beginning of the next business day.

Please note that while all Cayen Systems' clients are assigned to an Account Manager, you are encouraged to feel comfortable talking to any of our team members. While we will strive to respond as soon as possible, we cannot guarantee a 2-hour response time for emails and/or phone messages left directly for an individual team member. This is primarily because team members may be traveling, out due to illness, etc. While our team makes every attempt to change their outgoing voicemail and email messages to alert clients when they will be out of the office, unexpected situations may prevent this from happening.

Initial Response Time.

Shortly after submitting an issue, you will receive an email from us that acknowledges receipt of your concern; it will contain a service order number that should be referenced when discussing the issue with us in the future.

Support Issue Updates.

If a support issue cannot be resolved by one of our Technical Support Representatives and is escalated to our Engineering Department, Cayen Systems will provide a status report within 24 hours from when the issue was reported. Updates might be:

1) If Escalation can correct the issue right away, we will tell you when you can expect the fix to be live on your system.

2) If Escalation cannot correct the issue immediately, we will communicate that we are bringing the issue to next morning's engineering meeting. After it is discussed at that meeting, an issue update will be provided to the client.

a) When an error in the software affecting the immediate major business requirements of the client, as determined by Cayen Systems, (i.e. day-to-day functionality is halted and the software cannot be used as necessary for major functionality such as adding participants, recording attendance or generating invoices) is reported, the support item will be elevated to "critical" and all possible resources will be allocated to resolve the issue.

b) To ensure efficiency in serving our many clients, non-critical system fixes may be designated for inclusion in an upcoming software version update. If a support item is designated for inclusion in a software version update, the client shall be notified of such.

Whenever the status of the item changes, an update via email or phone will be provided. Such updates might include: engineering work has started, engineering work has been completed, a release date has been scheduled or the issue has been solved and is considered closed.

If, after a client has contacted Cayen Systems about a support issue, any time spent addressing the item that would have been considered billable will be waived if we fail to meet the support terms as set forth above.

Data Services

For customers with a Cayen Client Care Partner Program subscription, data importation services can be purchased.

Cayen Systems' Data Services team will acknowledge receipt of all data upload requests within one business day. The Data Services team commits to having your data online within 5 business days after receipt of the file.

This time frame includes the initial review of the data, minor data re-formatting (if necessary) and the loading of the data. In order to streamline the process, Cayen Systems requires that clients supply the data in one of the standard Cayen-supplied formats. Sample data templates are available upon request.

There are times when more information is requested from the client, and in order to meet the time commitment, a 1-day turnaround time is required for all questions. This typically happens when the Cayen-supplied template directions are not fully followed. If client feedback is required more than two times for a single upload, this may extend the commitment time to complete the upload.

If the data in the file is not submitted in a format that is importable due to significant data inconsistencies, or format problems, the Data Services team will notify the client, at which point the client will have two options:

1. Cayen Systems will work with you to bring the data into an acceptable format. Time spent on this process including communication with you will be deducted from available data importation/data assistance hours. If no hours are remaining, a quote will be sent to you with an estimate of the time and associated fees to reformat the data for uploading. Processing will not proceed until payment has been received. Once data is in an acceptable format, it will be available for use on your site within the time stated above.

2. The client can reformat the data and return it to Cayen Systems. Reformatted data sent back to Cayen Systems will undergo the same review and uploading process as stated above.

If Cayen Systems fails to complete the requested data upload within the number of business days described above, and any delays were not caused by a lack of communication from the client or when file formatting issues where our provided template was not followed, we will not reduce the available data services hours for the time it took us to uploading the data.

Software Customization Requests

If customizations to a Cayen system are requested, they will be sent to the requestor's Account Manager. It is preferred that the Customization Request Form which is available in the Help Desk -Documents section of the Cayen software be used to submit such customization requests via email to customization@cayen.net or fax at 414.257.2472. The Account Manager, in conjunction with the Engineering Manager, will review the request and determine that there nothing currently in the system that would meet the client's need and that we will consider adding the requested feature(s) to the system. The Account Manager will communicate that decision within 3 business days of receipt.

If needed, the Account Manager will initiate a phone conversation with the requestor and at least one member of our engineering team to be certain the requirements and expectations are clear. Specifications and a good-faith estimate will be developed and sent to the requestor within 10 business days. Depending on the scope of the requirements, some phone/email support hours may be deducted from the requestors account IF the customization is not completed. Please note, customizations estimates that we do not receive signed acceptance within 45 days will expire and some phone/email support hours may be deducted.

Upon signed acceptance of the quote, our Agile development process will convert the specifications into User Stories and begin work as soon as the work can be brought into their roadmap. Depending on the size of the customization, this typically happens within a 2-4 weeks of the signed estimate being received.

The estimate of time to completion will be communicated to the client and the Account Manager assigned to you will monitor the progress of your request and keep in communication with you.

Please note that Cayen Systems reserves the right to decline any customization requests that are submitted.

Hosting Commitment

We promise 99.5% system uptime (system availability) for the term of this hosting period. Scheduled maintenance (patching servers) is necessary from time to time. All scheduled or urgent maintenance will occur during our maintenance window of Monday – Sunday, 10 p.m. – 5 a.m. Central Time, extending to 11 a.m. on Sunday mornings. Downtime during this window will be rare, but shall not be considered downtime under our uptime commitment. If there is an instance where maintenance must occur outside the maintenance window, Cayen will provide 5 business days advance notice. Any downtime that occurs during these periods, which will be extremely rare, will also not be considered downtime under our uptime commitment.

Backup Commitment

Cayen Systems is committed to maintaining our backups as promised. Backups are defined as a copy of the client's SQL Server database and, if applicable, a copy of all files sent to Cayen Systems for importing as well as files that have been uploaded.

Hosting Services allows Cayen Systems to retrieve the client data per the following schedule.

	For the most recent year	For 2-5 years in the past	For 5 and more years in the past
The client's data can be retrieved…	...for any specific date since the previous July 1	...within 4 days before or after your request date	...within 6 months before or after your request date
What Cayen Systems retains:	A backup for every day.	A backup for each week	A backup for each year after year 5

If Cayen Systems is unable to recover the client's data per our commitment, due to unforeseen circumstances, Cayen Systems will credit the equivalent of that month's hosting fees against a future invoice.

Questions about this Client Service Level Agreement can be directed to Ben Hinkle-Wszalek, Technical Services Manager, 414.257.9400, extension 114 or benw@cayen.net.. Please note that while the details of this Agreement are subject to change, Cayen Systems' commitment to the highest level of client service and support in the sector will remain consistent.