



Support & Maintenance

Engagis Support Product Description



Strictly Private and Confidential

1 Overview

The operation of a digital media network is often complex, with multiple providers supplying software, content, screens, media players, routers, peripherals and internet connections. This complexity often sees issues arise, finger pointing and blame looping between the web of stakeholders.

Engagis is different. We manage and support Australia's largest and most complex digital media networks. We maintain a permanent force of more than 212 certified technicians and dedicated teams for each client to manage the support of all our networks. This is backed by strong service level agreements with our clients and partners.

We boast an unparalleled in-store up-time exceeding 99%. It's why we are recognised within the industry as the leader in supporting large-scale digital media solutions. This is the defining characteristic of the Engagis Support promise. At the same time, we ensure a balance between maximum quality of service and lowest total cost of ownership.

1.1 Our Promise to You

- The Engagis Support team will be responsible for managing a case until resolution.
- Support requests will be responded to within SLA and resolved immediately or a plan toward resolution will be provided.
- We will provide a unique identifier for logging, tracking and reporting purposes.
- We will provide an online portal to check the progress of cases and generate reports.
- We will deliver a content management system with an availability of 99.9%.
- We will deliver in-store solutions network up-time exceeding 99%.

1.2 Our commitment to quality

Engagis is ISO 9001, 4801, 14001, and 27001 compliant and our commitment to quality and continuous improvement is second to none.



2 Engagis Support

2.1 Hours of Availability

Engagis Enterprise Support is available 24 hours a day, 365 days a year. Engagis will be responsible for having trained expertise or establishing a localised network such that support can be engaged at all sites within set service levels.

2.2 Contacting Engagis Support

Engagis provides a helpdesk contactable by email or phone. The helpdesk will log and assess the severity of customer requests in line with the Priority Levels defined in Section 4.

Contact Numbers:

Australia	1300 203 810
Canada	+1 (437) 886 9271
New Zealand	+64 (09) 888 9289

Email:

support@engagis.com

When a customer contacts Engagis Support, a case will be created in the Engagis Support CRM and the customer will be provided a unique case identifier via email.

2.3 Resolving Customer Requests

Upon receipt of a customer contact, the helpdesk will assess the customer request and assign an appropriate priority level. Engagis Support will be responsible for managing a case until resolution is achieved. Ongoing resolution efforts will take place in line with the assigned Priority Level and the applicable SLAs defined in Section 4.

Engagis provides an online portal service for the customer to track the case and gain access to case logs and required reports.

2.4 Sub-contracting

Engagis may elect to use a third party to deliver the Support Services required under this Agreement. Engagis must ensure that the third party only deploys employees of their company to and does not further sub-contract these tasks.

3 Scope

3.1 Included in Engagis Support Scope

The scope of the support agreement includes, and is limited to the following Engagis supplied equipment and services:

- Media Player hardware, software and ancillaries
- Screens and screen ancillaries
- Internet connectivity where provided by Engagis (i.e. ISP, 3G/4G)
- Solution software as provided by Engagis in line with applicable agreements
- Solution content as provided by Engagis in line with applicable agreements

3.2 Excluded from Engagis Support Scope

The scope of the support agreement does not include the following equipment or services:

- Power for all electrical devices
- Internet and network connectivity where provided by Customer (i.e. ISP, 3G/4G)
- Customer or 3rd party created solution content and software, in line with applicable agreements
- Customers or 3rd parties provided hardware, in line with applicable agreements

Services affected by the availability or reliability of the above items are considered outside Engagis control. Engagis cannot accept responsibility for failure to meet an SLA due to the failure or unreliability of these items.

4 Service Level Agreement (SLA)

Engagis will be responsible for having trained expertise or establishing a localised network such that maintenance and support can be engaged at all sites within set Service Level times.

4.1 Solution Availability

Solution Type	Up-time Percentage Commitment
Content Management Service	99.9%
In-store Solutions Network	99%

4.2 Incident Prioritisation

Engagis identifies five Incident priorities, summarised in the table below. These priorities are calculated using definitions for both impact and urgency (see clause 4.3) and then matched to the reported Incident accordingly. Incident Priority determines the Service Level provided by Engagis (see clause 4.4).

		Impact		
		High	Medium	Low
Urgency	High	P1	P2	P3
	Medium	P2	P3	P4
	Low	P3	P4	P5/SR

4.3 Impact and Urgency Definitions

In determining the priority of an Incident for the purposes of Impact and Urgency assessment, Engagis and Client will work together to categorise the Incident, including:

- I. Volume of Client users/ sites/solutions affected
- II. Volume of Engagis Provided System features affected
- III. Nature of Engagis Provided System features affected
- IV. Likely duration of the effect; and
- V. Potential financial, legal, operational and/or reputation effect of the Incident on Client

Impact

The following combination of Impact and Urgency definitions will help identify the Priority of an Incident:

High System wide impact for 10+ stores, and/or all system users.

Medium Consistent impact to 1-9 stores, and/or several users.

Low Impact to single store/user/solution or impact to a minor system component with no established pattern.

Urgency

High

- Application or infrastructure component (DMP, Screen etc) is unavailable & cannot be used, or;
- Primary application or infrastructure function is unavailable & cannot be used, or;
- The damage caused by the Incident increases rapidly.

Medium

- Service significantly degraded in performance, or
- Service significantly degraded in function, or
- The damage caused by the Incident increases considerably over time, or
- A single user/site with VIP status is affected
- e.g. Content update not syncing with solutions, Black screens, Graphics configuration reset, etc.

Low

- Service slightly degraded in performance, or
- Service slightly degraded in function, or
- The damage caused by the Incident only marginally increases over time, and
- Immediate user Workaround available
- e.g. Solution is offline, minor discolouration of the screens, etc.

4.4 Response and Resolution Time Definitions (Enterprise)

Priority	Response	Remote Restoration or Workaround	Technician on Site	
Priority 1	30 Minutes	90 Minutes	Metro	4 Hours
			Regional	Next Business Day
			Remote	2 Business Days
Priority 2	60 Minutes	3 Hours	Metro	1 Business Day
			Regional	2 Business Days
			Remote	3 Business Days
Priority 3	2 Hours	2 Business Days	Metro	Next Business Day
			Regional	2 Business Days
			Remote	4 Business Days
Priority 4	1 Business Day	3 Business Days	Metro	3 Business Days
			Regional	5 Business Days
			Remote	10 Business Days

4.5 Response and Resolution Time Definitions (Essential)

Priority	Response	Remote Restoration or Workaround
Priority 1	60 Minutes	90 Minutes
Priority 2	60 Minutes	4 Hours
Priority 3	4 Hours	3 Business Days
Priority 4	1 Business Day	4 Business Days

*Onsite technician visit is arranged after the quote approval from the authorised person.

* Procurement, Staging, and Shipping of replacement equipment is also arranged after the quote approval is received; with lead times varying based on stock availability and store location.

4.6 Exclusions

Engagis is not required to meet the Service Levels specified above in this SLA for the duration of any of the following events:

- Planned outages.
- Failure, degradation, or malfunction of services and/or systems and applications used to provide the service that are not managed by Engagis, including hardware.
- Delay caused/contributed to by the customer and/or any other third party.
- If Engagis Support is unable to contact the customers staff or authorized personnel responsible for assisting with resolution – i.e., to obtain site access, computer and equipment, passwords.
- Customer have not procured sufficient spare hardware, and in that event third party warranty SLA will apply.
- Disposal of Faulty Hardware and OOW Hardware and associated waste (Engagis can provide that at additional cost to the client).
- Out of warranty and BYO solutions replacement will be handled as a project and additional charges will apply.
- Force Majeure Events (Including acts of God).

For any issues that cannot be resolved within SLA or are expected to take longer, the customer will be notified, and an agreement will be reached for the expected time of resolution.

4.7 Proactive Monitoring

Monitoring	Alert Generation	First Proactive Measure (Within 1 business day)	Second Proactive Measure (Next business day)
Hourly network status check	An alert is generated after no network response for 24 hours.	Engagis raises a CRM case and assigns unique identifiers. Email sent to nominated site contact.	Phone call to site contact.

Proactive monitoring SLAs are the same as those in section 4.2, however measurement of elapsed time does not commence until the customer has confirmed that there is a problem with the solution and a priority has been assigned to the case.

4.8 Included Services

Over 99% up-time	Yes
Management reporting – activity logs	Yes

Technology renewal planning	Yes
Option for Support post Warranty expiry	Yes
Site detail & installation photo record	Yes
Software bugs / defect fixes	365 day warranty
On-site warranty repair / replacement	Yes
System maintenance updates	Yes
Email Issue Logging	Yes
Tracking hardware serial number and purchase details	Yes
Real-time software monitoring	Yes
Real-time hardware monitoring	Yes
Real-time connection monitoring*	Yes
Monitoring of data allowance usage*	Yes
Fault alerts	Yes
User support – training & configuration	Yes
Data / content update assistance	Yes
Proactive customer experience quality checks	Yes
Option to extend Warranty**	Yes
Hot swap hardware availability	Yes
(Essential Support – only if available)	Yes
Management reporting – analysis & trends	Yes
Monthly SLA Reviews (Enterprise)	Yes

* Where the connection is provided by or accessible to Engagis Support

** for applicable hardware only

	Manufacturer Hardware Warranty Only	ESSENTIAL SUPPORT Engagis Phone & Email Support	ENTERPRISE SUPPORT Engagis On-Site Support & Hardware Management
Engagis Support Help Desk		 24x7 (Phone & Email Only)	 24x7 (Phone, Email & On-Site)

Priority 1 Case Response Goal Priority 1 Case Remote Resolution Goal	✗	✓ Within 1 Hour Within 90 minutes	✓ Within 30min Within 90 minutes
Priority 2 Case Response Goal Priority 2 Case Remote Resolution Goal	✗	✓ Within 1 Hour Within 4 Hours	✓ Within 1 Hour Within 3 Hours
Priority 3 Case Response Goal Priority 3 Case Remote Resolution Goal	✗	✓ Within 4 Hours Within 3 Business Days	✓ Within 2 Hours Within 2 Business Days
Priority 4 Case Response Goal Priority 4 Case Remote Resolution Goal	✗	✓ Within 1 Business Day Within 4 Business Days	✓ Within 1 Business Day Within 3 Business Days
SLA target of 95%	✗	✓	✓
Over 98% up-time	✗	✓	✓
Management reporting – activity logs	✗	✓	✓
Technology renewal planning	✗	✓	✓
Option for Support post Warranty expiry	✗	✓	✓
Site detail & installation photo record	✗	✓	✓
Software bugs / defect fixes	✓	✓	✓
On-site warranty repair / replacement requiring tech visit	• Subject to manufacturer	• Extra Charge	✓
System maintenance updates	✓	✓	✓
Email Issue Logging	✓	✓	✓
Tracking hardware serial number and purchase details	✓	✓	✓
Real-time software monitoring	✗	✓	✓
Real-time hardware and connection monitoring	✗	✓	✓
Monitoring of data allowance usage	✗	• Extra Charge	✓
Fault alerts	✗	• Extra Charge	✓
User support – training & configuration	✗	• Extra Charge	✓
Data / content update assistance	✗	• Extra Charge	✓
Proactive customer experience quality checks	✗	• Extra Charge	✓
Option to extend Warranty	• Extra Charge	• Extra Charge	✓
Hot swap hardware availability and storage (only if available)	✗	• Extra Charge	✓
Management reporting – analysis & trends	✗	• Extra Charge	✓
Quarterly SLA Reviews	✗	• Extra Charge	✓

4.9 Monthly Reports

Engagis support will provide monthly customer reports on or before the 15th of each month under Enterprise agreement. The report will contain customer specific data from the previous month and include the following information.

- Number of new cases for the month
- Number of cases closed for the month
- Number of current open cases
- A table of open cases with a case number and title
- Breakdown of restoration vs applicable SLA.

These reports can be customised as per the customer requirements.

However, under Essential support agreement, Engagis support doesn't provide any periodic reports.

5 Definitions

Business Day means 8:00AM to 6:00PM Australian Eastern Standard Time (AEST) Monday to Friday (excluding national public holidays).

CMS means Content Management System.

Metro, **Regional** and **Remote** are defined as per the ARIA+ 2011 definition utilised by the Australian Bureau of Statistics.

- http://www.spatialonline.com.au/ARIA_2011/default.aspx
 - <http://www.abs.gov.au/websitedbs/d3310114.nsf/home/remoteness+structure>
- For the purposes of this document definitions are as follows:
- *Metro* = Highly Accessible
 - *Regional* = Accessible
 - *Remote* = Moderately Accessible, Remote and Very Remote

Resolution means that the issue or root cause of the fault has been fully identified and fixed. The screen(s) in question have been either replaced or fully fixed and content is streaming or being displayed as intended.

Restoration means that a temporary solution is enacted to allow the store to continue operations with minimum impact on the retail experience for customers. This may mean allowing content that would normally be distributed to the screen, to be displayed in some alternate format.

Sub-contractor means an individual or business that is contracted to carry out any part of any contract awarded to Engagis.

Up-time refers to the average uptime of all devices in the solution.

Questions?

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