

MAINTENANCE SERVICES AND SERVICE LEVEL AGREEMENTS

Document Owner :	Managing Director
Document Lead:	Managing Director
Document Type:	SLA
For use by:	All Staff and Contractors

Maintenance Services and Service Level Agreements		Page:	Page 1 of 5
Document ID:	AUD/QMS/011	Version:	2.1
Date of Approval:	04/04/2018	Next Review Date:	03/04/2020

Version Control

Document Location

If using a printed version of this document, ensure it is the latest published version.

Version	Date Approved	Publication Date	Approved By	Summary of Changes
1.0	01/01/2015	01/01/2015	Audax Directors	New Document
2.0	15/07/2016	15/07/2016	Audax Directors	Revision to new corporate format, inclusion of responsibilities, roles etc.
2.1	04/04/2018	04/04/2018	Audax Directors	Updated logo, and review.

Maintenance Services and Service Level Agreements		Page:	Page 2 of 5
Document ID:	AUD/QMS/011	Version:	2.1
Date of Approval:	04/04/2018	Next Review Date:	03/04/2020

Contents	Page
1. Introduction	4
2. Preventative Maintenance Service	4
3. Service Desk	4
4. Reporting of Faults	4
5. Escalation	5
6. Warranty	5
7. Loan of Units	5
8. Data Recovery	5

Maintenance Services and Service Level Agreements		Page:	Page 3 of 5
Document ID:	AUD/QMS/011	Version:	2.1
Date of Approval:	04/04/2018	Next Review Date:	03/04/2020

1. Introduction

1.1 Audax have developed a system that the user themselves can be responsible for and which requires minimum maintenance. It does not require multiple man hours of attention nor environmentally damaging trips and visits.

1.2 Audax have a complete "open book" policy and will always aim to provide evidence and support (from the equipment manufacturer) to achieve our Customer Satisfaction objectives.

2. Preventative Maintenance Service

2.1 Upon contract award, Audax would be pleased to provide a preventative maintenance service.

2.2 This service will include telephone calls to the Authority, in order to discuss / carry out any maintenance / support and can;

- check systems / provide any remedial service & reactive 'cosmetic' maintenance / conduct refresher training / offer advice as required / Equipment performance reviews / Customer Feedback / Information of new upgrades and provide new literature / manuals as required / Production of Management reports and Customer Satisfaction Surveys / Pro-active support and service identified with continuous understanding of each other's procedures, working practices and relationship build.

2.3 This maintenance will be carried out on each part of the system, including Camera, Cabling / remote switch, Recorder & Battery.

3. Service Desk

A Service Desk service is available **0830 – 1700 Monday to Friday**, or to a dedicated email address support@audaxit.co.uk, in addition to an out of hours telephone answering machine.

4. Reporting of Faults

We prefer, and will attempt, to resolve the fault via telephone / email in the first instance. Fault priority levels are determined as;

- High (Critical)** Equipment failure
- Medium (Major)** Equipment problem but unit is still operable
- Low (Minor)** Fault does not impact on day-to-day use / Cosmetic Fault.

Response to and resolution of the fault shall be dependent on the fault priority level;

- High (Critical)** Response within 2 hours and resolution within 4 hours
- Medium (Major)** Response within 4 hours and resolution within 24 hours

Maintenance Services and Service Level Agreements		Page:	Page 4 of 5
Document ID:	AUD/QMS/011	Version:	2.1
Date of Approval:	04/04/2018	Next Review Date:	03/04/2020

Low (Minor) Response within 5 working days and resolution made via email/telephone or as agreed, on a case by case basis, resolution of which maybe as part of a next release in most instances

5. Escalation

5.1 A company escalation procedure can be provided tailored to you, along with full contact details should Audax be awarded a Contract.

6. Warranty

6.1 Should the unit fail within the warranty period because of manufacturer fault, then this will be replaced.

6.2 A (1) one-year warranty is provided on all parts of the System(s) including cameras (As with any Lithium-Ion rechargeable battery, care should be taken not to leave on extended charge but also batteries and electrical items left on repeated charge, is bad for the environment and is in direct contradiction to our and probably your existing Force Policy regarding care for the Environment. Our batteries are manufactured to cope with the normal demands that will be placed upon them).

7. Loan of Units

7.1 If it is the case that we have over five of the Authority's units recovered for fault repair, we will provide one free spare for use until the faulty units are returned. However, if units are being repaired because of Authority damage, Audax reserve the right to invoice for relevant charges for carriage etc.

7.2 Additionally, if spare units supplied are returned damaged or faulty, Audax reserve the right to invoice for relevant charges

8. Data Recovery

8.1 Audax also has an IT Forensics department (to expert witness level) and can provide a range of digital forensic or recovery services, which include for Body Worn Video Devices. We believe this is unique, as we are not aware of any other BWV Company offering this in house co-located service.

Maintenance Services and Service Level Agreements		Page:	Page 5 of 5
Document ID:	AUD/QMS/011	Version:	2.1
Date of Approval:	04/04/2018	Next Review Date:	03/04/2020