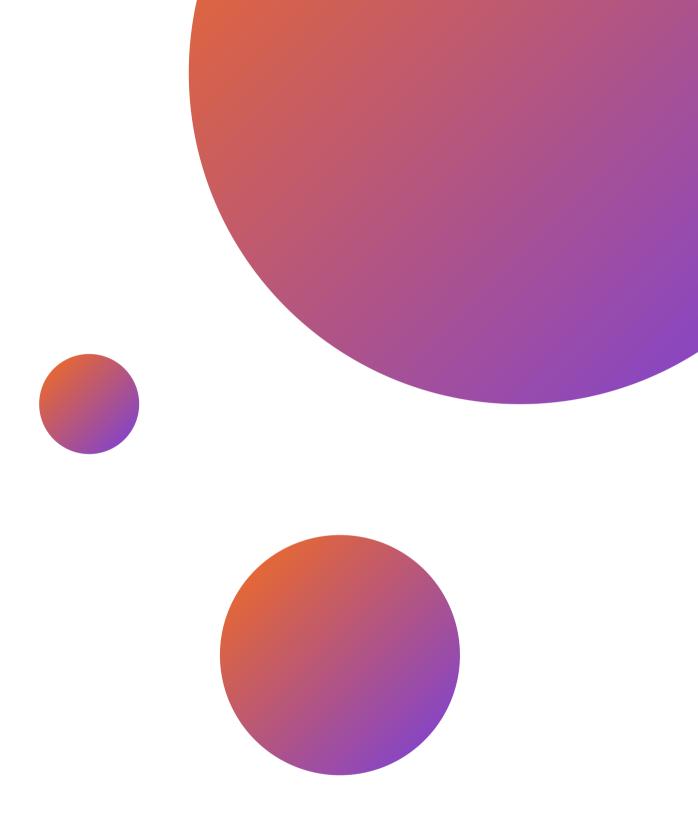databasics

Service Level Offerings August 2023

PREPARED BY RICKY PATTEN

databasics

Services included

databasics Personalised Services for Canto

databasics Professional Consulting Services

databasics Service Packages for Cumulus

databasics

Personalised Services for Canto

Personalised Services are for Canto customers only. For an overview of the various Personalised Service levels available please see databasics website at: https://www.databasics.com.au/dam-services

These are databasics contemporary service offering and will be maintained for the lifetime of the Canto solution.

All Canto customers, who have been sold the solution by databasics, are eligible to at least minimal Personalised Services. i.e. Helpdesk and Knowledge Base.

Canto customers are encouraged to investigate the complete range of Personalised Service levels and choose which is best for them. Please contact your business development specialist and/or databasics CX team for further details.

Personalised Services for Canto are a recurring service that is renewed annually along with your Canto subscription.

databasics

Professional Consulting Services

Professional consulting services are available to anyone, whether you have a product that has been sold to you by databasics or not. Most typically Professional Consulting Services are applicable if you have a need that is outside of one of databasics service offerings, in which case it is appropriate to provide a one-off service delivery to suit your needs. Consulting services are also intended for customers that for their own reasons choose not to take a regular service offering, but rather choose to procure services on a as need basis.

Typically Professional Consulting Services are procured for a specific project. Full details of what services you are requesting, including desired outcome are required when you apply for a quotation.

Professional Consulting Services are provided on a time and materials basis. Time is charged on a hourly basis, the minimal amount being three (3) hours. Project management, report writing, contingency, etc are in no way included as an implied benefit. All services are as stated, i.e. charged by the hour for the consulting services requested.

databasics

Service Packages for Cumulus

Service Packages are for Cumulus customers only. These packages replace all previous service offerings from databasics for the Cumulus solution. It is expected that databasics will continue with this service package whilst we still have customers using Cumulus.

Please note these packages are ONLY services from databasics and there is no component of either software updates, patches, upgrades or second level support from Canto.

Service Packages for Cumulus provide access to databasics helpdesk for advice and assistance for the Cumulus product range. The price for these packages have been fixed at 60% of previous service offerings to reflect the change in service level contents.

Service Packages for Cumulus include the migration of content from Cumulus to Canto at no additional cost.

Service Packages for Cumulus are an annually recurring service.

databasics

Response vs Resolution Times

Response times are as follows:

Severity 1 - Within 2 business hours if received before 3.00pm AEST (Australian Eastern Standard Time).

Severity 2 - Within 3 business hours if received before 3.00pm AEST.

Severity 3 - Within next business (before 3.00pm AEST day close.

Resolution times as follows: databasics will make every attempt to resolve all problems as soon as possible, depending on the problem. This does not include services not managed by databasics.

Customer options: prior to logging a ticket (case) with databasics Helpdesk please review databasics Knowledge Base at https://helpdesk.databasics.com.au/knowledge

databasics

Support Severity Levels

Severity Level 1 – Critical
Business critical impact to organisation users and/or associated vendor/s.
The solution becomes inaccessible or inoperable.

Severity Level 2 – Medium
Moderate level impact to organisation users and/or associated vendor/s.
Part of the solution is impacted.

Severity Level 3 – Low
Minor impact to business. Business still able to use product and may
experience issues and have general questions and advice requirements
whilst product is still operational.

Note: Severity levels only relate to the databasics software products.

databasics

Hours of Support

Standard Hours of Support are considered to be business hours, 9am to 5pm Monday through to Friday, AEST (Australian Eastern Standard Time).

Extended Hours of Support are available on an 'on arrangement' basis. This additional layer of support is case specific and to be negotiated between customer and databasics as required.

LIMITED support during public holidays will be available, in regard to high severity cases only.

Contacting databasics support
Email support requests to helpdesk@databasics.com.au
… or fill in the form on databasics website at
https://www.databasics.com.au/support
Either of these methods will automatically create a Helpdesk ticket for our team to respond to.

Phone: 1300 886 238 Option 1 for databasics Support Helpdesk

Exclusions

SLA Exclusions:

• In-depth or highly technical queries i.e. non-operational questions such as those regarding product integration or development.

• Use of third party applications for example: Microsoft Office, and related Microsoft products, Adobe products.

• Assistance with viruses, worms, and other malware.

• Repairing data caused by incorrect operation.

• In-depth business consultation or process development.

• Data conversion, importing or processing unless as part of initial onboarding services.

• Project management, reporting, documentation or other associated administrative activities.

Note: if you require assistance listed in the above exclusions, please contact us, as we are always keen to help and can often provide assistance to resolve your issues outside of the scope of the documented services offerings.

databasics

Conditions

databasics extends these services on condition that all customers act politely and with appropriate respect for all databasics team members.

Customers are expected to be prepared and capable of carrying out the instructions provided to them by databasics. If you are wanting databasics to perform the hands on work for you in configuration of your solution, please refer to either Hands On! Personalised Services for Canto and/or Professional Consulting Services.

It is the client's responsibility to ensure that a Canto Admin User login be available for databasics usage, for Hands On! Personalised Services.

Any pre-planned and un-planned client service outages must be communicated to databasics in advance, where possible.

Standard Business hours of support are for Australian (AEST) time zone.

databasics

Resources

databasics services page https://www.databasics.com.au/dam-services

Onboarding plan layout https://www.databasics.com.au/personalised-digital-asset-management-dam-onboarding

Knowledge Base https://helpdesk.databasics.com.au/knowledge

Support page https://www.databasics.com.au/support

Compliance page https://www.databasics.com.au/compliance-and-security

Canto Help Center https://support.canto.com/en/support/solutions

Canto API https://api.canto.com/

Canto EULA https://www.canto.com/europe/

Canto Security and Compliance https://www.canto.com/features/security/

databasics

Thank You