



**DECISION
SUPPORT
TOOLS**

v3

Service Level Agreement
Technical Support & Service Management

Service Scope

What is covered

In Scope

Support covers:

- **Assistance with use of DST software**, including logging and triage of queries, and technical response initiation.
- **Investigation of complex issues** that may involve detailed examination of underlying algorithms and code.
- **Provision of relevant technical bulletins**, support literature and documentation updates, and access to online support resources including downloads/updates and known defect postings.

Out of Scope (Examples)

Support does not include (unless separately agreed):

- **Custom development**, bespoke configuration, or consultancy beyond standard technical support.
- **Issues caused by the Client's environment**, third-party software, networks, or unsupported versions/configurations.
- **Training/certification** activities.

Supported Versions

This SLA applies to DST v3 only.

How to Contact Support

Channels & Intake Requirements

Contact Details

- **Telephone:** +44 (0)1635 299200
- **Email:** techsupport@decisionsupporttools.com

Email is encouraged to maintain an audit trail.

Multi-user License Focal Point Requirement

For multi-user/site-wide/network licenses, the Client must designate a single focal point and an **alternative** for all queries, updates, and support issues. The focal point routes requests and coordinates resolution feedback.

Minimum Information to Log a Ticket

The initial contact must include:

- Client/licensee identification and direct contact details
- DST module/analysis area involved
- Installation configuration
- Detailed description of fault/concern

Support Hours

When technical support & service is available

Support contact numbers are manned during UK Business Hours by non-technical staff who register queries and initiate technical responses.

UK Business Hours are defined as:

- 09:00-17:30 UK time
- Monday-Friday excluding public holidays
- **Email:** techsupport@decisionsupporttools.com

Severity Levels & Service Level Targets

Response, updates, restore/workaround

Severity Definitions

- **Severity 1 (Critical):** Service unavailable or major function unusable for multiple users; no viable workaround.
- **Severity 2 (High):** Major degradation affecting significant use; workaround may exist.
- **Severity 3 (Medium):** Limited degradation or single-user issue; operational workaround available.
- **Severity 4 (Low):** "How-to" / information request / minor issue/enhancement suggestion.

Targets (Business Hours)

Service level targets apply during UK Business Hours unless explicitly agreed otherwise.

Severity	Target Initial Response	Progress Update Frequency	Restore/Workaround Target
Sev 1	4 Business Hours	Daily	Best efforts to restore/workaround as soon as practicable; ongoing updates per defined frequency
Sev 2	1 Business Day	Every 2-3 Business Days (or on material change)	Best efforts to provide a workaround/restore as soon as practicable
Sev 3	2 Business Days	Weekly (or on material change)	Best efforts; typically addressed in planned release where feasible
Sev 4	2 Business Days	As agreed/when status changes	Best efforts/backlog consideration

Where not otherwise specified above, **an initial response will be provided within 24 hours**, and if not resolved immediately, an estimate and progress updates will be provided.



Incident Management Process

End-to-end

Ticket Lifecycle

- **Log & Acknowledge:** request received via phone/email; ticket logged and acknowledged.
- **Triage & Severity:** Provider classifies severity based on impact and information supplied; additional details may be requested.
- **Assign & Investigate:** technical response initiated; investigation may include algorithm/code examination where relevant.
- **Workaround/Restore:** where possible, provide a workaround or service restoration ahead of full fix.
- **Resolution & Closure:** ticket closed after confirmation of resolution/workaround or after reasonable attempts to contact the Client for closure.

Communication Commitments

If not resolved in the initial response, Provider will provide:

- A time estimate for likely resolution requirements, and
- Ongoing progress reports and updates to estimates.



Escalation

Where progress is not meeting expectations for the assigned severity, escalation can be requested via the support channel, and the Provider will escalate internally to the appropriate technical/management level.

Service Desk Model

Initial contact during UK Business Hours is handled by **non-technical staff** who register queries and initiate the relevant technical response.

For Severity 1–2 issues, the Provider will prioritize technical engagement as per the response targets in Section 6.

Online Support

Online support information is available via the Provider’s website, including downloads, software updates and technical support information. See: [Client Resources - Decision Support Tools](#)

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Support Allowances (Caps) & what counts toward them

Email/telephone-based technical support is limited to:

- **4 hours** logged, email/telephone and resolution time per year for single-user licenses
- **20 hours** per year for multi-user (up to 30 users) licenses
- **50 hours** per year for enterprise-wide (“unlimited users”) licenses

Multi-user options assume routing through the designated focal point.

Defects and Excluded Time

Time spent addressing confirmed defects in DST software will not count toward the support-hour caps.

Defect classification will be made during triage based on reproducibility and evidence. If classification is disputed, it will be escalated per Section 8, and the Provider will provide a brief written rationale for the classification.

Updates, Upgrades & Release Management

Minor software updates (e.g., v1.3 to v1.4) are provided and automatically issued within the software usage license.

Major software upgrades (e.g., v2.x to v3.x) are subject to an upgrade charge, offered to existing licensees at a preferential discounted level for a six-month period, and notified at least three months in advance.

The Provider will supply Release Notes for updates and, where feasible, guidance on rollback/mitigation if issues arise after applying updates.

Client Responsibilities

To enable timely support, the Client will:

- Maintain an up-to-date focal point (and alternative) for multi-user licenses.
- Provide the minimum ticket information in Section 4.3 and cooperate in reproducing issues.
- Ensure staff use the product in accordance with applicable competency/certification requirements where relevant.

Fees & Commercial Terms (ARTU)

User and technical support described in this document is included within the **Annual Right To Use (ARTU)** licensing fee, with a reduced rate for successive contiguous years down to a base level. If a client stops and later restarts an ARTU license, first-year ARTU fees apply on renewal, reducing thereafter, per the standard rate.

Definitions

“**Support Request / Ticket**”: A request for assistance, investigation, or resolution relating to DST software use, errors, or faults, logged via the Provider’s support channels.

“**Defect**”: A reproducible failure of the DST software to operate materially in accordance with published/expected behaviour in a supported environment (see Section 3).

“**Business Hours**”: UK business hours during which support contact channels are manned (see Section 4).

“**Focal Point**”: The nominated single individual (and designated alternative) for multi-user/site licenses responsible for routing and managing support communications.

Get Started Today!

Contact us to:

Arrange a Free Demonstration: Identify potential opportunities for implementation in your business (2-hour duration).

Get a Taster Study: Understand how the tools work and quantify potential business benefits through application to a small number of current problems or opportunities (typically 2-3 days duration).

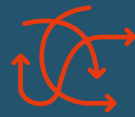
Book a Proof-of-Value Pilot: Evaluate a sample of problems or opportunities up to the point of implementation (typically 10-12 weeks duration), offering the best 'try before you buy' experience.

The Woodhouse Partnership exists to help clients deliver greater value, consistently and sustainably. With 30 years of success and experience in most industry sectors, we hold firm to our core values:



Innovation

We pioneer the standards that others follow. We are open-minded lateral-thinkers, able to identify and resolve new problems with new solutions.



Flexibility

We adapt and combine solutions to suit each client's needs, context and culture. Our approach is always pragmatic, realistic, and effective.



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Our clients benefit from effective transfer of knowledge and development of their staff skills and capabilities. We will earn your respect, trust and loyalty.



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