SUPPORT PACKAGE 2020

wanna PIXEL

Created for:

NON-COMMERCIAL STAKEHOLDERS GROUP
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NOT YET SUBMITTED

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WHY YOU NEED A SERVICE LEVEL AGREEMENT

The core purpose of a Service Level Agreement (SLA) is to ensure that your technology environment experiences as little downtime as possible. Everything else revolves around this goal.

Preventative maintenance is a key part of ensuring maximum uptime. For example, a Wanna Pixel SLA includes daily backups of your data, monthly security audits, and maintenance of your software by applying critical security updates. This is the basis for creating a **stable** and **secure** environment. You can also request additional platform and module updates at any time as offered by your specific support package.

Sometimes, despite our best efforts, an issue arises that causes catastrophic failure of your technology environment, such as your system being attacked by a malicious virus. An SLA helps you to prevent these incidents from happening and, in the event that they do, we provide an **emergency response**, quickly recovering your technology environment from backups and even moving to another technology environment if necessary. This greatly reduces the impact such an experience would have on your organization.

OUR SLA PACKAGE COMPONENTS

Our SLA Packages allow you to have all your site needs met in one budgetable monthly payment. All SLA Packages are tailored to the size and needs of your organization and include three main components: Services, Subscriptions, and Support. By letting us handle the technology side of your organization you can stay focused on what really matters--*strengthening your relationships to expand your impact!*

Services

Services include backups, security audits, preventative maintenance, and monthly reports. The goal is to keep your site secure and to keep you informed of your site's status.

Subscriptions

Subscriptions include a virtual private server to ensure that your site has maximum resources and performs well, a staging environment which allows secure testing of site bugs and fixes, and an email sending framework that can handle all your site messaging and email blasts. The goal is to give you the power and tools that you need to impact the world.
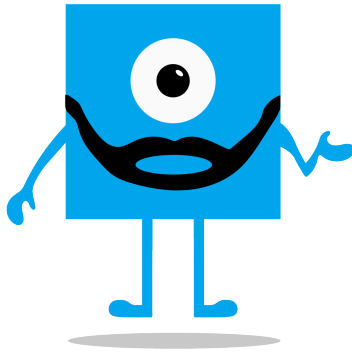
Support

Say "goodbye" to system bugs and staff frustration with our new two-level support! You can even get help with adding new site features without a separate development contract! The goal is to meet both your day to day and your long term needs for site functionality and useability.

- **Tier 1** support focuses on staff training, workflow documentation, admin configuration, login assistance, bug troubleshooting, and other day to day needs, and provides you with a certain number of support tickets to be used each month as needed. Tier 1 requests are generally defined as requests that can be handled through the UI by a Tier 1 tech in 30 minutes or less.

- **Tier 2** support focuses on software updates, feature modifications, and advanced bug fixes, and provides you with flexible support hours that can be used throughout the year. Tier 2 requests are generally defined as any request that requires the services of a developer to implement or resolve. Tier 2 request time is logged against the annual hours that your support package provides and becomes available on a prorated basis as the monthly payments are made.

Find out you need more than your current support package can deliver?

No problem. With an active support agreement you also get the option to buy **On Demand Development Blocks** at a 20% discount! This ten-hour block of time can be used to cover any projects or support needs that fall outside of your regular support package. Each development block is good for twelve months from the date of purchase.

YOUR SUPPORT PACKAGE

CURRENT STATS

In the last twelve months you have put your SLA package to good use by submitting **22 support tickets**. The **highest** usage in any single month was **7 tickets**. Based on your usage, we recommend the following package.

SMALL ORG SLA PACKAGE (1-4 USERS)

Services

- Website & Hosting Security Audits (monthly)
- Application of critical security patches
- Daily and Weekly Website Backups
- Emergency recovery for "site down" status
- Hardening of site and server access from outside networks
- Active monitoring of DDOS or Brute Force attacks
- Monthly report of services performed and security status
- FREE access to the CiviCRM Training library

Subscriptions

- Alternate Hosting Fee: - $99

Premium Support

- 3 monthly Tier 1 support incidents.
- 9 annual hours of Tier 2 support.

Optional Tier 2 Rider

Want even more flexibility on upgrades and site changes? Add ten annual Tier 2 hours to your plan with an optional Tier 2 rider.

Description	Price
Small Org SLA Package *Premium Support (monthly)*	$609
☐ **Optional Add ons** *Tier 2 Rider (monthly)*	$87.50
Total	$609

PROPOSAL ACCEPTANCE

1. Please feel free to reach out to us with any questions you may have.

2. Once you've accepted the proposal we will follow up with a contract.

SIGNATURE
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