



MHR



# **SERVICE LEVEL AGREEMENT**

MHR Assist





## 1. Document Control

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5.3	16/06/2025	Issued	Update from Adam Bridges



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## 3. Introduction

### 3.1 Purpose

This Service Level Agreement (SLA) defines the Services provided by the Company (**MHR**), which are delivered to the Customer (**You**) for the service hours purchased. It also defines the service and the service level with the objective of:

- Clearly defining responsibilities
- Defining the MHR Assist Service that will be provided to the Customer.
- Defining effective communication channels
- Documenting problem resolution and escalation processes

Any questions or clarification regarding the SLA should be referred to your Account Manager.

### 3.2 MHR Assist – services in scope

The following products and services are **in scope** for MHR Assist:

In scope services
Cyber security support (see section 3.2.2)
Additional consultancy and project management during implementation
Advice & Guidance across any MHR product and MHR supplied third-party products
Business Intelligence advisory requests to include security requests, report fixes or configuration changes
Changes to configuration across any MHR product and MHR supplied third-party products
Cloud Service configuration and service requests (see section 3.2.1)
Configuration reviews for any MHR product or MHR supplied third-party products
Configuration updates for standard MHR interfaces; for example, General Ledger
Implementation of new features and modules (iTrent and People First platforms), including configuration



Initial iTrent or People First implementation consultancy and project management with additional requirements
New business intelligence report writing or completion of report
On premise upgrade support for iTrent and MHR supplied third-party products
Security reviews and assessment of iTrent and People First, MHR supplied third-party products
Software and technical health checks
Support for post upgrade actions
System Administration support for iTrent and People First, MHR supplied third-party products
Training & Knowledge transfer (see section 3.2.3)
UAT and post go-live support
Investigation or review services provided to the Customer by the Company's Data Protection Officer for any data incidents caused by the Customer

### 3.2.1 Cloud Services

The scope of services for Cloud Services, include work and support that is not already covered within the Cloud Service SLA such as:

- IP Whitelisting changes
- Database copies
- Expired certificate support

### 3.2.2 Cyber Security

The scope of services provided for Cyber Security support are:

- Audit log analysis
- Network traffic forensics (for hosted customers)
- Highlighting potentially suspicious activity for further investigation
- Undertaking response actions such as password reset and access right review.
- Production of incident report and timeline

### 3.2.3 Training & Knowledge Transfer

The scope of Training & Knowledge Transfer is as follows:



- Introduction to iTrent and People First
- Consultancy knowledge transfer

### 3.3 MHR Assist – services out of scope

The following products and services are out of scope for MHR Assist:

Out of scope
Examination of any systems or services that were not purchased from MHR
iTrent or People First implementation consultancy and project management included as part of fixed-price or TPM. (MHR Assist can be used to 'top-up' hours for any extended or additional project activities)
Major legislation updates to the product (e.g. RTI) does not include general legislative updates (e.g. updates to tax year end) as defined in the MHR contract – variations may occur in contracts such as G-Cloud, other government frameworks
Public Training Courses
Purchasing of new software modules
Specifically related to Cyber Security: <ul style="list-style-type: none"><li>• Investigation with employees to validate potentially suspicious behaviour.</li><li>• Communication to any third parties about the incident, such as management, employees, regulators, or suppliers</li><li>• Overall co-ordination of the incident</li></ul>

The SLA covers only the areas stated, anything not detailed will not be covered as standard.

Requests for services not in scope, should be referred to your MHR Project Manager or Account Manager.



### 3.4 Exceptions

The following are **exceptions** related to the provision of the MHR Assist service:

Exceptions
There may be the requirement for a database to be copied from Live to Test prior to any amendments being performed to the configuration of your system. Where a database copy request is required, the <b>MHR Assist time will start once the database copy has been completed.</b>
If a defect has been resolved in a future release, service pack or hotfix, the preference of MHR is to install the latest software updates – <b>no hours will be consumed. MHR Assist Hours will be consumed</b> if you choose not to install any hot fix or service pack and a new alternative solution is required.
<b>MHR Assist Hours will not</b> be consumed if an issue is solely caused by MHR, such as rework of configuration or software defect from an original MHR Assist request.
<b>Out of hours work</b> where agreed in advance will consume double the number of hours.

#### 3.4.1 How are hours consumed?

Requests are made to the MHR Service Cloud. The MHR Assist team will contact you to discuss your requirements. The minimum time allocation is 15 minutes.

For some uses of MHR Assist hours, a higher charge rate will be applied – if this is the case the estimate will be discussed prior to work commencing.

If additional hours from your allocation are required to complete a service request, this will be confirmed with you prior to the hours being consumed.

Any new work undertaken will require customer sign-off at key process stages as follows:



Stage	Action by MHR from Sign-off	Customer Commitment
Solution design and costs	MHR staff will then undertake the build in a test solution ready for customer testing.	Agreement to pay based on an agreed scope
Testing & Refinement	MHR staff will undertake any agreed modifications and support testing and retesting.	Agreement to complete request testing obligations
Move to live operation	MHR staff will undertake the agreed final build in the live environment	Agreement that the final solution has been fully tested and they are instructing MHR to place into the live processing environment.

Charges for cancellation or postponements by the Customer of a work assignment shall be made pursuant to the following calculations.

If the Customer cancels or postpones:

- (a) more than 15 Working Days equals no charge;
- (b) fewer than 15 clear Working Days equals 50% of the relevant Charges; or
- (c) fewer than 5 clear Working Days equals 100% of the relevant Charges.

In each case the calculation is made from the scheduled date of such work assignment. The Customer accepts and agrees that the fees outlined above represent a genuine pre-estimate of loss which shall be deducted from the customers MHR Assist allowance to the Company, upon demand.

### 3.4.2 Additional Hours

If you do not have enough hours in your MHR Assist allocation for a service request to be delivered, additional hours can be purchased through your Account Manager or your MHR Project Manager (if in project).

Alternatively you can also request additional hours through your customer portal.





### 3.4.3 Hours of Operation

The MHR Assist Service operates **Monday to Friday** (excluding English Bank Holidays) between **9am – 5pm**.

## 4. Process & Responsibilities

	Company	Customer
<b>Work Requests</b>		
Raising a Work Request		✓
Work request is to be raised via the Service Cloud		✓
Work request raised by nominated employee		✓
Work request responded to within 1 hour	✓	
Investigate and clarify requirements where necessary, and then provide an estimate for work to be completed, timing and (if any) impact of change	✓	
<b>Change Control Requests (CCR)</b>		
In circumstances where MHR Assist are required to update/ change configuration in the system a CCR form must be completed on the service request case	✓	✓
The CCR form will be approved by the nominated user		✓
The change will be made in the test system in accordance with specification	✓	
Sign off and approval of acceptance testing		✓
Authorise configuration to be applied to Live		✓
Implement configuration changes to be applied to live environment	✓	
Sign off changes in Live		✓
<b>Service Usage</b>		
The units purchased shall be called off in 15-minute periods of time, with 15-minutes the minimum usage per session	✓	



As and when MHR Assist is used, the hours will be automatically deducted from the customers balance	✓	
Any report writing requests will be estimated prior to the work taking place	✓	
Hours available will be available on the Service Cloud Portal	✓	
If a work request is not covered by this SLA, MHR will notify the Customer within 1 full working day following the date of the request and will recommend additional supporting services.	✓	
Any hours not used within the contracted period (12 months) will expire and will not be carried forward	✓	✓
Cancellation Charges will be incurred as follows:  If the Customer cancels or postpones;  1. more than 15 Working Days equals no charge;  2. fewer than 15 clear Working Days equals 50% of the relevant Charges; or  3. fewer than 5 clear Working Days equals 100% of the relevant Charges.	✓	✓

## 5. Escalation Contacts

The following table lists the names, titles, telephone numbers and email addresses of the Company contacts. Please follow the escalation route:

Escalation Level	Contact	Telephone	Responsibilities
Tier 1	MHR Assist Team <a href="mailto:MHRassist@mhrglobal.com">MHRassist@mhrglobal.com</a>	0115 945 6944	Initial Escalation Route
Tier 2	Adam Bridges MHR Assist Consultancy Manager <a href="mailto:Adam.Bridges@mhrglobal.com">Adam.Bridges@mhrglobal.com</a>	0115 945 6000	Escalation point for significant MHR Retained Service Issues



Tier 3	Customer Services Director <a href="mailto:Alex.Loach@mhrglobal.com">Alex.Loach@mhrglobal.com</a>	0115 945 6000	Escalation point for significant HR, Payroll and Technical service issues
Tier 4	Iain Moffat Chief Delivery Officer <a href="mailto:Iain.Moffat@mhrglobal.com">Iain.Moffat@mhrglobal.com</a>	0115 945 6000	Chief Delivery Officer responsible for all Professional Services Consultancy

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