SERVICE LEVEL AGREEMENT (SLA) SCHEDULE

Serendipiti (IT Services) Limited

Version 2026.06

serendipiti

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Company Name: Serendipiti (IT Services) Limited
Registered Office: 15 High Street, Brackley, Northamptonshire, NN13 7DH
Company Reg No: 05215060
VAT Reg No: 855 2789 82

Introduction

This Service Level Agreement forms part of the Client Service Agreement between Serendipiti (IT Services) Limited ("Serendipiti") and the Client.

It explains the operational standards, support processes and service objectives that apply to the delivery of our managed IT support services.

Purpose of this SLA

This SLA applies to services delivered under the Client Service Agreement and should be read alongside the Terms of Engagement.

The specific services, systems and environments covered are defined within the Client Service Agreement. Services outside the agreed scope may be chargeable or require a separate quotation.

This SLA describes how Serendipiti delivers and manages support services rather than defining the individual services provided to each Client.

Support Hours

Service	Hours
Standard Support	Monday – Friday
Hours	09:00 – 17:30
Public Holidays	Excluded

Out-of-hours support is available by prior arrangement and may incur additional charges.

Contacting the Helpdesk

Support requests may be raised using any of the following methods:

- Telephone
- Email
- Freshdesk Support Portal
- Remote support session (where arranged)
- Scheduled on-site visit

To ensure the quickest possible response, clients are encouraged to report issues using the Freshdesk Support Portal or by telephone immediately (where the issue is business critical).

Serendipiti will determine the most appropriate method of investigation and resolution.

Incident Priorities

➢ Critical

Complete loss of service affecting the business. Typical examples include:

- Server failure
- Internet outage
- Cloud platform unavailable (e.g. Microsoft 365)
- Ransomware

➢ High

A significant issue affecting one or more users where normal business operations are substantially impacted but alternative methods of working remain available. Typical examples include:

- Individual user unable to work
- Shared printer unavailable
- Email disruption affecting several users
- Network performance issues

➢ Normal

Routine support requests that affect day-to-day productivity but do not significantly disrupt business operations. Typical examples include:

- Software configuration
- Password reset
- New user setup
- Peripheral issues
- Application advice

➢ Low

Low-priority requests that are planned, advisory or administrative in nature. Examples:

- General IT advice
- User training
- Feature requests
- Quotations
- Planned maintenance discussions

Response Targets

Support requests are prioritised according to the operational impact on the Client's business rather than the order in which they are received.

Where multiple incidents occur simultaneously, business-critical issues will always receive priority.

Priority	Description	Target Response
Critical	Complete business outage	Within 1 hour
High	Major business impact	Within 2 hours
Normal	Standard support request	Within 4 business hours
Low	Advice / routine request	Within 1 business day

Response time refers to the commencement of investigation, not necessarily resolution.

Target response times apply during Standard Support Hours unless alternative arrangements have been agreed within the Client Service Agreement.

Whilst every effort will be made to resolve issues promptly, resolution times will vary depending upon the complexity of the issue, the availability of replacement hardware, third-party involvement, software vendors and external service providers.

Target response times are objectives rather than guarantees and may occasionally be affected by exceptional circumstances or widespread service disruption.

The Serendipiti Difference

Many IT support providers measure success by how quickly they close support tickets. At Serendipiti, we believe success is measured by how rarely the same issue returns.

Resolution Process

Our three-stage **Prompt Fix → Escalated Fix → Research Fix** methodology reflects our commitment to delivering practical, long-term solutions rather than temporary fixes wherever reasonably possible.

At Serendipiti, our objective is not simply to restore service as quickly as possible, but to identify and address the underlying cause of issues wherever practical. Whilst many support providers focus solely on restoring service, we believe long-term stability comes from understanding *why* an issue occurred in the first place.

For this reason, we follow a structured three-stage approach to problem resolution:

- **Prompt Fix** – Restore service as quickly as possible.
- **Escalated Fix** – Apply additional expertise where the issue requires deeper investigation.
- **Research Fix** – Continue investigating complex or recurring issues to identify root causes and reduce the likelihood of recurrence.

➢ Prompt Fix

Our priority is to restore productivity as quickly as possible.

When a support request is received, our consultants will carry out an immediate assessment and take prompt action to restore service wherever practical.

This may include:

- remote diagnosis and repair
- restoring access to systems or applications
- liaising with third-party suppliers
- applying configuration changes
- or implementing temporary workarounds to minimise disruption.

Our aim is to get you and your business operational again with the minimum possible downtime.

➢ Escalated Fix

When an issue cannot be resolved immediately, additional expertise is applied.

Where a Prompt Fix does not fully resolve the issue, or where the problem is more complex than initially anticipated, the incident may be escalated to a senior consultant for further investigation.

This stage may involve:

- advanced diagnostics
- infrastructure reviews
- log analysis
- collaboration with software vendors or hardware manufacturers
- network analysis
- or more detailed configuration reviews

The objective is to identify the root cause of the issue and implement a robust, long-term solution rather than repeatedly addressing the symptoms.

➢ Research Fix

Some issues require investigation beyond the immediate support request.

Occasionally, faults are intermittent, unusual or influenced by multiple external factors. In these situations, immediate resolution may not be possible. Rather than simply closing the support request, Serendipiti may continue investigating the issue outside the original support session through what we refer to as a *Research Fix*.

This may include:

- recreating the issue in a controlled environment
- reviewing historical support activity
- monitoring system behaviour over time
- researching known issues with manufacturers or software vendors
- testing alternative solutions
- or consulting specialist technical resources

Where appropriate, this additional investigation may be undertaken at Serendipiti's discretion as part of our commitment to improving the long-term reliability and stability of our clients' IT environments.

The objective of a Research Fix is not merely to restore service, but to reduce the likelihood of the issue recurring in the future.

Site Visits

Where remote support is unable to resolve an issue, or where physical attendance is considered the most effective approach, Serendipiti may arrange an on-site visit.

Where practical, site visits will be scheduled by mutual agreement. Emergency attendance will be prioritised according to operational impact.

Third-Party Dependencies

Certain incidents rely upon investigation or resolution by third-party organisations including software vendors, cloud providers, internet service providers, telecommunications providers or hardware manufacturers.

Whilst Serendipiti will liaise with these organisations on the Client's behalf where appropriate, response and resolution times remain outside our direct control. This includes (but is not limited to) software vendors, cloud providers, internet service providers, telecommunications providers, hardware manufacturers and other third-party technology partners.

Planned Maintenance

From time to time, planned maintenance may be required to improve security, reliability or performance. Where practical, maintenance will be scheduled to minimise disruption and advance notice will normally be provided.

Major Incidents

During widespread service disruption affecting multiple clients, Serendipiti may temporarily reprioritise support resources to restore critical business services as quickly as possible.

Regular progress updates will be provided where reasonably practical.

Fair Usage

Support requests should be assigned an appropriate priority based upon their business impact.

Requests submitted as Critical where no genuine business-critical outage exists may be reclassified to ensure fair allocation of engineering resources.

Continuous Improvement

Serendipiti believes IT support should continually improve rather than simply maintain the status quo.

We periodically review:

- recurring support incidents
- infrastructure resilience
- cyber security posture
- backup strategy
- operational performance
- opportunities to improve efficiency and reliability

Where appropriate, we will provide recommendations to help strengthen security, improve resilience and maximise the long-term value of your IT investment.

Service Philosophy

At Serendipiti, we believe the best IT support is proactive rather than reactive.

Our objective is to build long-term relationships based upon trust, transparency and practical advice. Rather than simply resolving IT issues, we work with our clients to improve resilience, reduce operational risk and help technology support the ongoing success of their business.

We measure success not by how quickly support tickets are closed, but by how rarely the same issue returns.