

# SaccoWorks — Service Level Agreement & Support Matrix

**Vendor:** eLiveCode Solutions Limited · **Product:** SaccoWorks · **Version:** July 2026

This document states the support commitments offered with a SaccoWorks subscription. Targets are set to be realistic and consistently met; they are aligned with what is published on the website and written into the contract (no over-promising).

## 1. Support channels & hours

| Channel                          | Availability                                                |
|----------------------------------|-------------------------------------------------------------|
| Telephone / WhatsApp support     | Mon–Fri, 8:00–17:00 EAT (business hours)                    |
| Email / ticket support           | 24/7 intake; worked within business hours                   |
| Emergency line (P1 outages)      | Extended hours by arrangement for Professional/FOSA clients |
| Remote assistance (screen-share) | By appointment during business hours                        |

Public holidays follow the Kenyan calendar. Extended / after-hours cover is available as a contracted add-on for FOSA and multi-branch clients.

## 2. Incident priority definitions

| Priority             | Definition                                                                                     |
|----------------------|------------------------------------------------------------------------------------------------|
| <b>P1 – Critical</b> | Production system down or core function (login, posting, disbursement) unusable for all users. |
| <b>P2 – High</b>     | Major function impaired or affecting many users; no reasonable workaround.                     |
| <b>P3 – Medium</b>   | Function partially impaired or affecting few users; workaround exists.                         |
| <b>P4 – Low</b>      | Minor issue, cosmetic, question, or configuration/enhancement request.                         |

## 3. Response & resolution targets (business hours)

| Priority             | First response                 | Target resolution / workaround                   |
|----------------------|--------------------------------|--------------------------------------------------|
| <b>P1 – Critical</b> | Within <b>1 hour</b>           | Workaround or fix within <b>4 business hours</b> |
| <b>P2 – High</b>     | Within <b>4 business hours</b> | Within <b>1 business day</b>                     |
| <b>P3 – Medium</b>   | Within <b>1 business day</b>   | Within <b>3 business days</b>                    |
| <b>P4 – Low</b>      | Within <b>2 business days</b>  | Next release / scheduled window                  |

"First response" means acknowledgement by a support engineer with an initial assessment, not necessarily a fix. Resolution targets assume timely client cooperation (access, information, UAT).

## 4. Escalation path

- Level 1 — Support desk:** logs, triages and resolves standard issues.
- Level 2 — Product engineer:** configuration, data and integration issues.
- Level 3 — Development team:** defects requiring code changes (direct access — a SaccoWorks advantage).
- Management escalation:** account manager / director for SLA breaches or disputes.

P1 incidents are escalated to Level 2/3 immediately. Clients receive status updates until resolution and a root-cause summary for P1/P2 incidents.

## 5. Availability target

- **Platform uptime target: 99.5%** measured monthly, excluding scheduled maintenance.
- Scheduled maintenance is notified at least **48 hours** in advance and performed in low-usage windows.
- Uptime excludes downtime caused by third parties (Safaricom/M-Pesa, banks, client network/internet,

hosting provider force majeure).

The website should state the same figure. We publish **99.5%** as the committed target because it is consistently achievable and defensible; higher figures are only claimed where backed by an uptime monitor and hosting SLA.

## 6. What is covered / not covered

**Covered:** defect fixes, configuration support, user support, guidance, minor report tweaks, version updates within the subscribed edition, and standard how-to assistance.

**Not covered (quoted separately):** major custom development, new integrations, new modules, data re-migration beyond the agreed scope, third-party charges (SMS/M-Pesa/bank), hardware, and on-site attendance beyond the agreed package.

## 7. Service reporting

- Ticket log with status available to the client contact.
- Monthly summary (volume, priority mix, SLA achievement) for Professional/FOSA clients on request.
- **Support SLA achievement target: ≥ 95%** of tickets within the stated response times.

## 8. Client responsibilities

- Nominate authorized contact(s) for support and approvals.
- Provide timely access, test data and UAT sign-off.
- Maintain client-side network, devices and third-party accounts (Safaricom, bank).
- Report incidents through the agreed channels with enough detail to reproduce.